

**Minutes of the Arsenal Disabled Supporters Association**

held on Thursday 30th August 2018 – Skype Meeting at 7.30pm

Present: Anne Hyde (AH)

Nicole Evans (NE)

Tom Head (TH)

James Warren (JW)

Allan Mabbert (AM)

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|  | Item |  | Who to Action |
| 1 | **Apologies for Absence** | Redmond Kaye (RK) and Anthony Joy (AJ). All comments from AJ below were via email. |  |
| 2 | **Approval of minutes of meeting** | There were no amendments to the previous minutes 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 to put on the website.  AH to still follow up with the club about purple members to remain on the waiting list if they do not renew their membership for one year or more.  As AJ was not at the meeting it was not known the reason why the Disabled get their tickets later than the able-bodied and whether the tickets can be received at the same time. AJ to report at the next meeting.  AJ had informed the committee at the last meeting that we will be involved before the new Disabled Supporters Information site goes live, but the committee have not yet seen the new site. AJ to arrange for us to have an opportunity to comment on the new site. | All  AJ  AJ |
| 4 | **Finance** | NE reported that there was £982.95 in the bank account. The increase was due to the funds raised raffling the signed shirt.  ADSA is now a full member of Level Playing Field - £25 paid.  NE suggested another raffle and AH agreed to organise a signed shirt. It was agreed that the ticket prices would stay at £5 per ticket but there was no limit to the number of tickets members could purchase. The raffle to be run from late October to mid-December. JW to advertise it in the newsletter. | AH  JW |
| 5 | **Chairman’s Update** | AJ had sent an email to everyone prior to the meeting for consideration. These are reported in AOB. |  |
| 6 | **Secretary’s Update** | Membership is at 209. |  |
| 7 | **ADSA – The Way Forward** | This needed to be discussed further at the next meeting. Everyone to come to the meeting with suggestions. | All |
| 8 | **Official Arsenal Supporters Club Scheme** | AH had made enquiries about a discount on line but this was linked with AH’s address and email account. It would mean that goods get sent to AH and then ADSA would then have to pay for the goods to be sent. It was agreed that members only purchase in the stores.  AH has many membership cards still and has asked members for stamped addressed envelopes if they wish them to be sent out as it is too costly to post. |  |
| 9 | **Newsletter** | JW needs articles for the September newsletter.  AJ had suggested that we focus more on the website than a newsletter. It was agreed that the committee needed more guidance from AJ as to how he saw the future of the website. | All  AJ |
| 10 | **Website** | ADSA now has a new website address – [www.arsenaldisabledsupporters.com](http://www.arsenaldisabledsupporters.com)  AH is approaching a contact to see if we can make our website more accessible and will report back at the next meeting. AM to advise AH what needs improving for the visually impaired.  AH to set up FLICKR for the photos.  AJ had asked the committee to consider that access to editing the website was shared around the committee. TH offered to assist and AH to share the login details.  It was agreed that we should look to survey our members on our website to find out how they feel our website should be improved which could be included in our main survey of members. It was suggested that we should look for a free survey programme rather than using Survey Monkey. To be discussed at the next meeting. | AH / AM  AH  AH / TH  All |
| 11 | **Any Other Business**  **ADSA Banner for the Stadium**  **Refreshments**  **PA System**  **Stadium Screen**  **Arsenal Website**  **WhatsApp Group**  **CAFÉ Conference**  **Survey of our Members**  **Access to Audio Programmes**  **Premier League Disability Advisory Group**  **Adequacy of Ticketing Information**  **Level Playing Field**  **Disabled Supporters Information Page**  **Arsenal Supporters Club Meeting** | AJ to report back as to the response from Alun Francis (DLT) regarding why there were no eating bars on Level 3 for the disabled as all the bars are high.  AJ had sent out the various options for the banner and it was agreed that the Option 1 logo should be on the banner. A question was raised as to who would install the banner and whether we had an option of where it goes in the stadium. It was agreed that £200 could be spent on the banner and AJ to liaise with NE re payment.  AM asked if milk and sugar could be made available at the counters as it is difficult for visually impaired supporters to find these. They could be made available at the lower counters. AH to follow this up.  It was agreed that the PA system is not very good and sometimes difficult to understand what they are saying. AH to find out if they are proposing to update the system.  At Everton FC they now have subtitles on the stadium screen. AH to find out if Arsenal can do something similar to help include the hearing impaired.  RK had emailed to ask if subtitles could be put on some or all of the media extracts. AH to follow up.    It was agreed that this not private and needed further discussion.  AJ had said that he was representing ADSA at the CAFE Conference in mid-November, to be held at Althetic Bilbao San Mames Stadium and will circulate the papers. The committee were unsure as to how AJ was representing ADSA and more information and clarification was required.  It was agreed that we survey our members but use a free survey programme rather than Survey Monkey at a cost of approximately £50.  Everyone to send AJ ten questions to be included in the survey as soon as possible as AJ would like to prioritise this. AH / JW / OK / AJ and BG to suggest questions for wheelchair users. RK to draft appropriate Questions for the Hearing Impaired, TH – Ambulant supporters and AM Visually Impaired. AJ to contact the Disability Liaison Team if they would like to include questions. It was not decided whether we should ask questions from Personal Assistant/Carers perspective?  AJ reported that Level Playing Field may like to include some questions in our survey. AJ to acquire questions.  Access to Audio Programmes is still not easy as it is too complicated to get to with too many clicks for the visually impaired. AH to raise with DLT.  AJ is the representative on this group which is made up of DSA Chairs from Premier League Clubs. AJ to circulate the DAG website link.  AJ reported that one issue that had been raised is the Age and capability of Personal Assistants to disabled supporters. AJ distributed a document for the committee to comment.  It was agreed that Arsenal FCs position was acceptable.  AJ reported that at the AGM in May, we discussed the need for away fan information and information for the Box Office/DLT in allocating spaces both for wheelchair users and ambulant supporters.  It was agreed that the committee would this would be discussed at the next meeting.  AJ reported that Level Playing Field had asked what we would want as a DSA both in starting up given we are a relatively new association and as an established DSA.   AJ felt that we had a great deal of guidance in the initial start-up stages but little in the way of engaging with clubs and fans once created.  AJ reported that he would be meeting Alun Francis on behalf of ADSA and would raise the disappointment that amendments to the Disabled Supporters Information Page had not yet appeared. AJ to report back at the next meeting.  AH thanked TH for taking her place at the next Supporters Club Meeting. | AJ  AJ  AH  AH  AH  AH  AJ  All  AJ  AH  AJ |
| 12 | **Date of Next Meeting** | Thursday November 15th at 7.30pm via Skype |  |

Meeting closed at 9.20pm