

**Minutes of the Arsenal Disabled Supporters Association**

held on Thursday 30th March 2017 – Skype Meeting at 7.30pm

Present: Anne Hyde AH

Ozi Kemal OK

James Warren JW

Berenice Low BL (invited)

Allan Mabert AM

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|  | Item |  | Who to Action |
| 1 | **Apologies for Absence** | Anthony Joy (AJ)  Nicole Evans (NE)  Robert Greig (RG)  Redmond Kaye (RK) |  |
| 2 | **Approval of minutes of meeting** | There were no amendments to the previous minutes and therefore approved. |  |
| 3 | **Matters arising from previous meeting** | Ideas need to be received from committee members who have not put forward suggestions on a Patron for the Association.  A Buddie Scheme – To be discussed at the next meeting.  Allan was disappointed that some committee members had not sent their photos and bios for the website. He felt it was important that our members know who we are. This information needs to be sent to OK or JW asap.  We have not managed to link up yet with Arsenal Cape Town and AH to speak with Alun Francis  AJ to produce a spreadsheet and distribute so that everyone can include their skills. Skills to be sent to AH.  Information has been passed over to JW from AH on the Newsletter.  JW and OK are working on BSL video with RK for our website.  Need to arrange for the Whats App page (arsenaldeafsupporters) that Christopher Clelland has set up to the website  AH had spoken with Alun Francis who says that Deaf Awareness Training does take place for all staff.  OK and JW have set up a You Tube account. | All  AJ/NE/ RG/RK /OK  AH  ALL  JW/OK  JW/OK |
| 4 | **Understanding of Visually Impaired Supporters requirements** | AM gave an excellent presentation of the experience of being a visually impaired supporter at the Emirates.  Commentary is generally good but could be improved. Colour contrast and signage is good. There are textile and tactile surfaces around the ground.  Improvements could be made. Some signs are not the correct height. Sometimes the steps on the bridge coming from the Arsenal Station do not always have the correct colour contrast and need to be monitored regularly.  The Refreshment Area has the milk and sugars detached from the counter and it would be better to have them on the counter for the visually impaired. Counter staff sometimes say ‘You can get the milk over there’.  The Interview with Arsene Wenger at the start of the match as well as interviews at half time cannot be heard clearly and the sound system needs to be improved. However, you can hear it clearly in the Disabled Toilets.  The Match Day programme can now be accessed through the Arsenal website but it is not as good as the CDs they used to produce.  It was agreed by all that stewards should not be changed where there are people with disabilities. New stewards do not know the supporters needs and it will be recommended to Alun Francis that we would like the same steward where possible throughout the season. AH to take this up with Alun Francis.  It was not known if AJ had spoken to Alun Francis and Mark Gnellar re the website. AH to speak with AJ. | AH  AJ/AH |
| 5 | **Finance** | NE reported that she had approached HSBC and is in the process of setting up as a Charity in order that the account can be opened with charitable status.  NE was still awaiting information from AJ on his nearest bank.  AH had spoken with the previous association and the funds are ready to be transferred as soon as the account is open. | NE/RG  AJ |
| 6 | **Membership** | AH reported that 121 people had signed up to the new ADSA.  11 members had decided for various reasons not to join. This has reduced since the last meeting as a previous member had now decided to join.  57 previous members have not responded. Some details were incorrect – phone numbers unobtainable and email addresses bounce back. Some of these have said they will return the forms. AH will write to everyone once we have funds and if they do not respond by a given date then they will be deleted from our membership list. Agreed by all. |  |
| 7 | **Official Arsenal Supporters’ Clubs Scheme** | AH has agreed with Arsenal a way forward for our members to order goods on-line. Mark Brindle has confirmed that this is now possible but AH and JW are not convinced as it is not clear where you enter the details. AH to speak again to clarify.  AH said that she had not heard from Mark Brindle regarding the further discount on the Stadium Tours and will speak with him.  Members who want to enter the Player of the Season will need to be registered with the Arsenal Supporters’ Club Scheme. JW to put this in the newsletter.  AH advised the meeting that at this present time Arsenal would not be providing our membership cards but we may get a Flag. We are hoping that membership cards will be available for next season. AH to speak with Mark Brindle on this. | AH  AH  JW  AH/MB |
| 8 | **Newsletter** | JW said that he would compile the April Newsletter and send to everyone for approval.  AH asked if we could get this out by the 7th April with the AGM information which was agreed.  JW asked how often we should send out a newsletter and it was agreed by all that we would aim for every two months but if there was not sufficient content then we would wait.  AH to speak with Christopher Clelland who has offered to video the Newsletter for the hearing-impaired supporters so that it can be put on our website. | JW/ALL  JW/AH  AH |
| 9 | **Website** | OK said that the new template for the website looked much better and everyone agreed.  Bios and photos still needed to be added as soon as these are sent to OK or JW.  Twitter – It was agreed that we have to be mindful of what is Tweeted about Arsenal FC as under the Arsenal Supporters’ Club Guidelines we are responsible for ‘ensuring that their site is not offensive or derogatory of Arsenal or its employees’. Everyone who tweets must be mindful of what they write.  It was agreed that we should try and Tweet a bit more than we are currently. | ALL  AH/OK/  JW/AJ |
| 10 | **AGM** | AH said that she has arranged the AGM at The Hub for Sunday 21st May at 12.30pm.  The Hub require us to vacate the room no later than 2pm. They have offered the room for free and a donation for coffee/tea and biscuits. The room only holds 30 people and is on the ground floor with disabled toilets.  It was agreed that as The Hub requires a list of who is attending, that members will need to confirm that they are attending and we will give them two weeks to respond. After that date, they will be unable to attend unless someone drops out. If numbers are high then AH will speak with them to see if we can have the room on the top floor which holds 200.  AH said that everyone on the committee will need to be officially elected and she will send out a nomination form to all members as all the positions have to opened up to all members. The term of office states in the Constitution two years for each position.  AH and AJ felt that it was important that we had a further representative on the committee for the Ambulant Disabled and this position will be advertised.  A committee meeting via Skype will be held on Thursday 4th May at 7.30pm to discuss the AGM only. | AH  ALL |
| 11 | **Any Other Business** | None |  |
| 12 | **Date of Next Meeting** | Thursday 4th May at 7.30pm to discuss the AGM only via Skype. |  |

Meeting closed at 9.20pm.