**Arsenal Disabled Supporters Association and Arsenal FC**

**Hearing Impaired Meeting**

held on Thursday 25th July 2019 at the Arsenal Museum

Present: Anne Hyde (AH)

Raymond Kaye (RK)

Christopher Clelland (CC)

Alun Francis (AF)

Mark Brindle (MB)

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|  | Item |  | Who to Action |
| 1 | **Apologies for Absence** | None |  |
| 2 | **Introduction** | Alun Francis explained that at the last two End of Season Events the Hearing Impaired have not been able to enjoy as much of the day as they would like. |  |
| 3 | **Current and Future Hearing Impaired Services** | Alun Francis said that since October 2018 there is a self guided tour available for the Hearing Impaired and a sign relay service is about to be announced for the Box Office Contact Centre. The Club is also looking to have subtitles on the screens in the Stadium and on all of the televisions around the stadium. |  |
| 4 | **Issues for the Hearing Impaired** | Christopher Clelland said that English was not always the first language and the Hearing Impaired relied on Wi-Fi for their mobile phones but WI-Fi was poor and quite often the signal was lost.  The Match Day Team Sheet was not always available.  Christopher explained that everyone had different needs and that it was difficult to meet everyone’s needs.  Promotion – Christopher asked how the Club were going to promote the facilities and Redmond suggested that they can do this through Facebook / Twitter. Christopher requested that he needed accurate information from Arsenal FC so that he can promote new facilities etc.  Alun Francis said that he would need to ensure that split screens work in the stadium.  Anne Hyde felt that the Disability website page should have a page for the Hearing Impaired including ‘How to be a member’, facilities etc. Alun Francis said he will need a budget for Invision time.  Alun Francis said that there are Hearing Loops by the tills at the Armoury but was not sure if there were signs.  Mark Brindle said that budgets are tight for this season so some things may take time.  Redmond Kaye suggested a further meeting to get feedback and review the changes.  Mark Brindle says that there is a Supporters Services page in the Match Day Programme where Hearing Impaired services can be advertised.  Christopher Clelland was disappointed that he and others had received no response to some of his complaints. Some HI Supporters felt they should be able to report issues on the website using the Text Service.  Anne Hyde was concerned that the message that is advertised on the screens each home game about safety mentions that ‘If in an emergency listen to instructions. Is there anything in place for the HI?  Christopher thanked Alun Francis for all the work he had done and that he felt that the club was moving in the right direction for the Hearing Impaired. |  |
| 5 | **Way Forward** | For home games the Arsenal Disability Liaison Team, ADSA, Christopher and Redmond to get feedback from the Hearing Impaired supporters regarding the text on the screen.  Alun Francis to provide ADSA, Christopher Clelland and Redmond Kaye accurate information on the facilities available to the Hearing Impaired.  Review the split screens during matches / text scrolling across.  Alun Francis to check that there are Hearing Loop signs by the tills in the Armoury.  Arrange a meeting early 2020 to review the new facilities / what can be improved.  Alun Francis / ADSA to work with Mark Brindle to get an article in the Match Day Programme on HI Services.  Text Service – look at advertising this which is available on the website.  Alun Francis to find out what is in place for the Hearing Impaired if there is an emergency.  On the 14th October in the Royal Oak there is a Stadium Management Induction Training Session and Redmond, Christopher, Anne and Alun will be invited to attend. | AF/AH/CC/RK  AF  All  AF  AF/AH/MB  AF/AH/CC/RK  AF  AF/AH/RK/CC |
| 12 | **Date of Next Meeting** | To be arranged |  |