

**Draft Minutes of the Arsenal Disabled Supporters Association AGM**

held on Thursday 30th September 2021 via Microsoft Teams

Present: Anne Hyde

Nicole Evans-Dear

Wayne Busbridge

Eoghan Mitchell

Allan Mabert

Judith Purdue

Redmond Kaye

James Warren

Darren Bailey

Adam Gabsi

Cristina Serrao

Gordon Moser

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| 1 | **Welcome and Introduction** | Welcome everyone to the Arsenal Disabled Supporters Association 5th AGM. For the second year we have held our AGM virtually but due to these unprecedented times, we felt that this was best. |
| 2 | **Apologies for Absence** | Steven Powell  Christopher Clelland |
| 3 | **Approval of minutes of meeting** | Minutes of the previous meeting - 22nd September 2020 were approved. |
| 4 | **Chair and Membership Secretary’s Report** | Our membership has grown from 231 to 339. Part of the reason for the growth was that Arsenal FC emailed all Purple, Gold and Platinum members regarding the Arsenal Advisory Board – ADSA Representative. The club had stipulated that the representative was a member of our association. Many members of the club may not have heard about us but through the email that was sent out we gained 43 members.  We are extremely grateful to all those that put their names forward and we are delighted to announce that Daniel Bailey was duly elected. Daniel will now be co-opted onto our committee, and we will ensure that we are heard at these board meetings which will be held two / three times a year.  I will still be on the Fans Forum Group which meets three times a year. We met for the first time this season earlier this week and some of the issues that members have raised with us we talked about. A link was sent out this week to our members where you can find the full minutes of these meetings.  So far this season we have sent out many emails mainly because supporters were either finding it difficult to understand some of the communications coming from the club / information was not on the Arsenal website and we wanted to update you as and when information was sent to us. Hopefully these will now be not so frequent, but we will keep in contact with you all on a regular basis.  Throughout lockdown James Warren and I have met on a regular basis with Alun Francis and Caroline Lennon with the aim to improve access to information and address issues that disabled supporters are having. We have made some progress but not as much as we had hoped. James and I have met with the club today and we are confident that there will be improvements that will benefit disabled supporters.  Some of the changes that have taken place are:   * Tickets for the Carabao Cup for season ticket holders can be purchased online * Purple members can now complete a booking form for stadium car parking online * The Home Ticket Information and Away Ticket Information pages now have links for each individual game. This will assist those that use readers as they will now be able to read text for the relevant game.   My Arsenal Rewards was introduced at the start of the season and there have been issues which we have been working with the club to address. However, I feel positive that once the issues are ironed out, everyone will embrace this new loyalty scheme.  We have introduced a Guess the Time of the First Goal / Final Score Competition which has had some support. We are keen to find out what our members would like us to organise as sometimes support is not that great.  I would like to thank a few people. Firstly, the outgoing committee (everyone is up for re-election tonight). Especially over the past 6 months we have had more meetings than we would normally have, and I thank all those that have attended. James has attended all the meetings with Alun Francis and I would like to thank him especially as this has taken up a great deal of his time.    Earlier in the year we appointed an Ambassador for our association, Tom Watt (ex East Enders actor) and we thank him for taking on this voluntary role.  Both Alun Francis and Caroline Lennon have met with James and me and we thank them for listening to our suggestions and concerns. Also, Mark Brindle (Supporters Club Liaison Officer) has again been incredibly supportive and arranged for a shirt to be signed so that we can raffle it tonight. He also organised the fantastic banner of our members and arranged for it to be photographed with the First Team players and Manager. The banner will now be in the Disability Lounge. We are hoping to arrange a matchday to have it photographed with our members and we will let you know when.  I think you will all agree that we missed the live games last season and those that were lucky enough to be at the Emirates on Sunday, the atmosphere was electric – lets hope the players continue to produce this form and progress up the table. |
| 5 | **Treasurer’s Report** | Nicole Evans-Dear reported that the opening balance from 1st April 2020 was £761.94 and the closing balance on the 31st March 2021 was £673.31. Since the 1st April 2021 an income of £295 has been received which is monies received for the raffle. Expenditure for MS Teams of £27.36 is the only amount since the 1st April 2021. Our current balance in the bank is £940.95 as at 30th September 2021. Accounts approved by Christina Serrao and seconded by Gordon Moser. |
| 6 | **Communication and Strategy** | Anne explained that Khali Parsons has joined the club as the Fans Services Manager and has a background as the Disability Liaison Officer at Southampton Football Club.  James Warren explained that both himself and Anne Hyde had met with Khali and Alun Francis on the 30th September to discuss the issues that disabled supporters are currently having. From 2022/2023 those supporters on long term PIP will not have to produce their proof of disability each year.  Purple tickets can now purchase on line and that they are expecting to have away tickets online as well soon.  Blue Badge Parking can now be booked online through a booking form on the website. Some members have raised about booking their tickets and parking on the same day. It has been explained that not all blue badge parking is for disabled supporters and therefore to give all supporters a chance of parking in the stadium, the dates will have to be different as Silver and Purple members can book tickets earlier than Red members. It was agreed that ADSA would advise all their members of this.  We are working with the club to improve the website for disabled supporters. Many of the issues that members have raised are linked to the website and changes are afoot. All broken links will be rectified especially regarding advertising Purple membership and tickets for disabled supporters.  My Arsenal Rewards has been an issue for both disabled and non-disabled supporters and the club are working to rectify all the issues.  James said that with Khali on board, we are hoping that progress will now happen.  Four more staff have been recruited to join the Box Office.  A member raised tickets do not show the correct entrance and is confusing. This has been raised with the club and Khali will look at seeing if this can be rectified. |
| 7 | **Election of the Committee** | The following people were elected for the ADSA Committee for 2021 – 2023:  Chair – Anne Hyde (Proposed by Nicole Evans Dear and seconded by Redmond Kaye)  Vice Chair – To be chosen by the new committee  Treasurer – Nicole Evans Dear (Proposed by Anne Hyde and seconded by Gordon Moser)  Secretary – Eoghan Mitchell (Proposed by Wayne Busbridge and seconded by Christina Serrao)  Arsenal Advisory Board Representative - Daniel Bailey (Co-opted)  Deaf / Hard of Hearing Representative - Redmond Kaye (Proposed by Wayne Busbridge and seconded by Judith Purdue)  Blind /Partially Sighted Representative - Wayne Busbridge (Proposed by Anne Hyde and seconded by Christina Serrao)  Wheelchair Representative – Adam Gabsi ( Christina Serrao proposed and seconded by Anne Hyde)  The following were proposed by Wayne Busbridge and seconded by Judith Purdue):  Gordon Moser – Committee Member  Christina Serrao – Committee Member  James Warren – Committee Member |
| 8 | **Proposed Changes to Constitution** | Anne has proposed an addition to the Constitution – Membership to include:  4.1 The ADSA Committee will comprise of three key positions which are Chairperson, Secretary and Treasure. Also the ADSA Representative on the Arsenal Advisory Board will be either elected or co-opted onto the ADSA committee for the duration they are the representative. There will be a minimum of one further member to be elected by members of the ADSA at the ADSA AGM.  Proposer – Judith Purdue and Seconded by Nicole Evans-Dear |
| 10 | **Questions from the floor** | There are issues with entrances especially (Entrance D) where stewards have had no disability awareness training. Allan said that he has been told that there are more agency staff now working at the Emirates. The steward does not process the tickets properly. The gate that you go into has not been opened so that the disabled supporter can access the concourse.  Tickets are not getting scanned when he enters the stadium and therefore not receiving the rewards points for attending games. Anne said that there is also an issue with the car park scanning as well.  Carers card have not worked since the start of the season and some carers cards have not been received.  Anne will contact John Beatie (Stadium Management), Sam Kelsall (My Arsenal Rewards) and Alun Francis (Disability Liaison Team) with the card and stadium issues.  Information is not always on the website re car parking.  Tickets can be purchased online for the Carabao Cup for Gold and Platinum members. Members will need to logon and look for pending tickets as their seats are reserved for a certain period which is new for disabled supporters. |
| 11 | **Raffle Draw** | The winners of the raffle for 2021 were:  1st Prize – Ly Voong (Signed Shirt) – Ticket No. 45  2nd Prize – Laurence Bloomfield (£25 Voucher) – Ticket No. 14  3rd Prize – Adam Prescott (2 x Arsenal Tumblers) – Ticket No. 31 |

Meeting closed at 8.10pm.