

D S A Steering Committee Meeting

M I N U T E S

Wednesday 21st May 2025 - 4.30 to 5.30pm - Online

Attended by: Gill Martin; John Jory; Eric Williams; Shana Pezaro; Mark Butler

Chaired by: Gill Martin

Minutes by: Nicola Gibson

	Agenda Items
	The meeting opened at 4.30 <u>Welcome/Apologies</u> Apologies had been received from Niraj Haria & Bryan Martin
1	<u>Approval of previous minutes dated 5th March 2025</u> Minutes had been circulated prior to the meeting & were duly approved Action - Season ticket holder attendance requirements - Gill reported that Millie Crowhurst & Katie Haines (Disability Liaison Officers) continue to be very supportive of fans sometimes not being able to attend games. They just ask that both the DSA & Supporter Services are kept informed of resale of tickets by disabled fans. Shana reported that she had emailed Supporter Services about why she had been unable to attend a game. The response from them had been very swift & they stated that only very minimal detail was required as to why a fan is unable to attend a game. Another Committee member expressed that he would not be renewing his season ticket as he feels that the requirement to resale is intrusive. There followed a general agreement on the need to be less punitive with this ruling & a hope that this message would reach more senior decision makers.

2	<u>Follow-up Items</u> Discussed below.
3	<u>Chair's Report</u> 3.1 The DSA website went live on 12th March. John confirmed that 51 members have now registered on the new platform. Bryan had recently sent out a further email to fans to encourage them to sign up. 3.2 The 2025 DSA AGM is penciled in to take place just after the Disabled Fans Forum at the Terrace. Action - Committee members to inform GM of their availability for this event. 3.3 The DSA Constitution & Safeguarding policies were circulated to Committee members prior to the meeting & comments invited. Approval was given for both documents. These would be published on the DSA website in due course. 3.4 Bryan & Gill acknowledged that there is a need for more DSA Committee members to increase working capacity of the group. There was also a need for a Vice Chair to work alongside Bryan. The Committee agreed with this. This issue & a vote for a potential Vice Chair would be raised at the AGM in August. Gill suggested it would be a good idea to seek more members from the wider membership group. 3.5 The Committee expressed genuine thanks & appreciation of Shana's kind act of fundraising £330 for the DSA. Gill acknowledged how much of a boost it would be to the DSA coffers & extended her thanks to Shana. 3.6 Training Centre visit. Gill reported that they had now got all 15 places with an additional 4 fans on the waiting list. If the event were successful, there would be a good chance of it being repeated in future years. Hopefully permission would be given for the DSA to take pictures of the visit for the website. 3.7 Digital ticketing and accessibility. Gill had attended an all-day meeting at the Hilton in Wembley & had also been invited to sit in the England v Albania box which she reported was wheelchair accessible. One of the main things that came up in the meeting was digital ticketing & that a number of clubs are implementing it. Many FABS however continue to express concerns about disabled fans being

	forced to accept digital ticketing. FABS across the country, including the DSA Seagulls have written a letter to the Premier League to request that accessibility be taken into account. For now, the letter is still private but may be made public in due course. Gill did acknowledge however how cooperative the Albion have been with regards to this matter. If a fan requests a physical ticket, these are issued free of charge. Katie Haines, the DLO at the club will give training to other DLOs on how BHA have positively implemented digital ticketing. Both Mark & Eric agreed that this would be a really positive step for DSAs generally. 3.8 Equality, Diversity and inclusion (EDI). Gill asked Committee members for any ideas to contribute to upcoming national events such as Carers Week, Learning Disability Week, Deaf Blind Awareness week etc. The EDI group looks at all areas of inclusion e.g. Ramadan Call to Prayer & to what degree minority groups/women feel involved with the club. Niraj for example had managed to ensure that handrails were installed in the East Upper Wheelchair area to help wheelchair users safely negotiate the ramps. Some members of the DSA have asked why for example there aren't any subtitles on electronic display boards. It was reported that Katie Haines would be trialling a headset for blind supporters which would allow them to hear as much of the game as possible. To this end, Katie has extended an invitation to the DSA & any blind members to participate in this trial.
4	<u>Treasurer Report</u> 4.1 Gill reported that overall, accounts are healthy. She again acknowledged the £330 contribution from Shana's fundraising efforts & asked members to let her know if they had any further ideas for fundraising eg The Arsenal DSA raffle signed football shirts as a fundraising exercise. Gill asked John if there were any chances of collaborating with other supporter groups about fundraising ideas. Action - Gill to ask Marnie for contact details
5	<u>Website Update</u> Gill reported that she would like to learn how to post website articles herself eg. one on digital ticketing. Mark stated he would also like to be involved in this.
6	<u>Seagulls DSA date for AGM</u> Discussed above. Action - Committee members to contact Gill with dates by the end of week with dates they cannot do.
7	<u>Approval of DSA Interim Consultation & Safeguarding & Vulnerable Adult Policy</u>

	Approval for this was given by the Committee
8	<u>The appointment of a Vice Chair</u> Discussed above
9	<u>Shana's Birthday treat for us</u> Discussed above
10	<u>Visit to the Training Centre</u> Discussed above
11	<u>Premiership Digital Ticketing</u> Discussed above
12	<u>Any other Business</u> 12.1 Eric's visit to the 3 Beam Backs at the Terrace Eric reported that he had attended all 3 beam backs. Ticketing had been very simple but tickets cannot be downloaded. They cost £6 each which includes a drink on the Terrace. The ticket automatically comes with a free carer's ticket which also includes a free drink. Parking had been an issue to start with. Online booking for parking hadn't worked. Since the last game however, booking for disabled parking had been dropped & now disabled supporters just need to turn up. Eric reported that wheelchair access was very good. At the very busy Crystal game, he had been told that there weren't any special facilities for wheelchairs which was incorrect as the ends of the tables are suitable for wheelchair users. Friends had been able to sit with Eric which he had appreciated. The screens were huge with great visibility. Overall, he reported, the experience had been very positive. Eric added that even his ticket for the Liverpool match had resold on the ticket exchange! Shana reported she had used the Drop Off point & had then transferred to the shuttle on her wheelchair which had been a smooth & easy ride. There were away supporters on the bus too who BHA supporters had kindly assisted.

	The meeting closed at 5.18pm. Next meeting date is 2nd July 2025 at 16.30 online. Action - Bryan to send out a Whatsapp poll to committee members with potential dates. Action - Gill to ask Katie to put someone at the bar for drinks for the AGM.
--	--

Accompanying papers & any links:

Agenda; Minutes of 5th March 2025; Monthly Report; Income & Expenditure; Safeguarding & Vulnerable Adult Policy; DSA Draft Consultation