

Burnley FC Disabled Supporters Association – Steering Committee Meeting Minutes

Date	Wednesday 20 th November 2019	Time	6.30pm
Location	Jimmy McIlroy Stand, Burnley Football Club		
Club Officials Present	Anita Goodenough, Lewis Rimmer		
Members Present	Bryan Bowman, David Sparrow, Jackie Cotterill, Johnathan Hart, Keith Jackson, Kevin Holden, Alan Heap, Nicky Heap, Nigel Cotterill, Pam Heap, Susan Hart.		

	Minutes	Action
1.	Apologies for Absence	
	Ann Norris-Johnson, Carol White, Christine Broadley, David Neasham, George Greenwood, John Molloy, Josephine Neasham, Kerry Cooper, Laith Ritchie, Paul Cain, Rebecca Bumphrey, Steve Harris.	
2.	Minutes of the last Steering Group Meeting and BDSA General Meeting	
	Minutes of both meetings of 27 th February and 20 th March were accepted as a true record. Kevin welcomed everyone to the meeting and gave an oral report of news and developments since the last meeting.	
3.	Chairs report & Secretary's Report	
	<p>Chairs Report:</p> <p>1.0. Welcome to this General Meeting of the Official Burnley Football Club Disabled Supporters Association. Our last GM was on 27th Feb 2019.</p> <p>2.0. Update since last GM:</p> <p>2.1. Two former members of the BDSA have left the Steering Committee; Simon Townley and Chris Johnson.</p> <p>2.2. For a large part of 2019, and since the last GM your Steering</p>	

Committee (SC) was involved in disciplinary matters involving an ex Steering Committee member. As a consequence the SC suspended its activities for some time. However, I'm pleased to report that the matter has been resolved and normal service resumed.

2.3.

The Steering Committee as it stands today comprises David Sparrow; BDSA Secretary and Vice Chair; Carol White; Membership Secretary, Nigel Cotterill; BDSA Treasurer & website controller, and myself Kevin Holden, Chair.

2.4.

Harriet Harbridge; the Club SLO has now departed for pastures new with Man City. We extend a warm welcome to Anita Goodenough in her first meeting with the BDSA.

2.5.

The BDSA now has a bank account. Nigel our Treasurer will update you on that.

2.6.

Nigel has developed the BDSA website and developments are ongoing with the Club to link with their website. More on that from Nigel.

2.7.

The BDSA is now a delegate member of the Premier League Disability Advisory Group, having attended two meetings so far...the last on Wednesday 14th November. Brief report to follow and minutes will be available on the D.A.G. website.

2.8.

The BDSA is now represented at Level Playing Field (LPF). We are watching to see if LPF can overcome the politics and work together with the PL Disability Advisory Group.

2.9.

New N E and S E Stands. Now operational, despite some major technical difficulties along the way. Club management worked tirelessly to get our supporters with disabilities seated as soon as possible. The SC has also been active in supporting our members during the seat allocation process.

2.10.

As the official Club DSA we have now progressed to holding regular meetings with David Baldwin; BFC Chief Executive, David is very supportive of the BDSA and we have an action plan in place.

2.11.

Our Constitution has been revised to issue 3. This will be available at the meeting and will require ratification by vote of those present plus proxy.

	<p>2.12. The Club has embarked on a project to install a Sensory Room facility. We have received detailed specifications from CAFÉ and Watford FC, The Club has involved the BDSA in developing logistics and the specifications. More news on that as it progresses.</p> <p>2.13. We have with us tonight Lewis Rimmer, our Club DLO, and Anita Goodenough our Club SLO. Thank you to them for giving up their time to be with us, and I'm sure they will contribute with any current issues affecting supporters with disabilities.</p> <p>Secretary's Report:</p> <p>David had nothing to report.</p>	
4	Treasurer's Report	
	<p>Nigel reported the BDSA's bank account opened in April with a current balance of £200. The account is a Community Account so no banking fees apply, therefore every penny that is raised goes directly into funding the BDSA.</p>	
5.	Membership Secretary's Report	
	<p>In Carol's absence Kevin reported: Current membership stood at 47 (up from 13 when we formed).</p> <p>Males Total = 31 of which: Disability declared: 19. Wheelchair users: 5 Visually impaired: 1 Learning difficulties: 3. Ambulant: 7 Hearing impaired: 0. Other: 3. (Personal Assistants: 3)</p> <p>Females Total = 16 of which: Disability declared: 12. Wheelchair users: 1 Visually impaired: 1 Learning difficulties: 2. Ambulant: 3 Hearing impaired: 0. Other: 5. (Personal Assistants: 1)</p> <p>Age profile male and female</p>	<p>Kevin to set up a sub-group to develop a leaflet to use as a promotional tool within the club and by the BDSA. Anita to look at the inclusion of BDSA within programme to target designated areas with disabled supporters and carers and at away games.</p>

	<p>No DOB = 4 16-25 = 3 26-35 = 4 36-45 = 3 46-55 = 4 Over 55 = 29</p> <p>The meeting discussed a range of ideas to promote the BDSA to a wider audience, including:</p> <ul style="list-style-type: none"> • a feature/standing item within the club programme • a promotional leaflet • recruit activity around Community & Diversity Day. 	
6.	Website update	
	<p>Nigel reported on improvements and progress across a range of areas:</p> <ul style="list-style-type: none"> • following permission from the club the Stadium Accessibility page has been fully updated; • the logo has been updated; • Search Engine Optimization issues have now been sorted and now the website has multiple visits from search engines; • The contact details for the BDSA on the club's website have been updated; • Fully securing the BDSA website; • A social media links drop down menu will appear soon; • Creation of a BDSA campaigns page; Instagram account and possibly a Podcast feature in 2020. 	
7.	Approval of Constitutional changes, Issue 3	
	<p>Kevin reported that the Constitution had gone through several iterations between the last meeting and this and was now in version 3 on the website. He outlined a number of changes made around not-for-profit status/ disciplinary/appeals/ data protection / membership of the SC /minor typographical amendments/ proxy voting/ sponsorship / dissolution.</p> <p>The changes were proposed by Jackie Cotterill, seconded by Pam Heap and passed unanimously.</p>	
8.	Election of Steering Committee Members	
	<p>Kevin proposed that the Steering Committee officials be extended to include Laith Ritchie as Youth Ambassador and Keith Jackson as Steering Committee member.</p> <p>The two new members proposed by Kevin and seconded by were approved unanimously.</p>	
9.	Premier League Disability Advisory Group (DAG)	
	Notes from Disability Advisory Group meeting held on 14th November	

2019 at Watford FC.

1.0. Introduction by Dave Messenger. Watford DAO.

1.1.

Mobile 'Changing Places'. Recommended where there is a shortfall. These are available and can be hired by any Club. Our BDSA was not aware of the potential and will pass that back to Burnley FC.

1.2. Clubs attending the D.A.G. meeting had expressed an interest in viewing the Watford FC Sensory Room facility. This was organised to follow on from the meeting. The BDSA through Carol White thanked Dave in anticipation.

1.3.

Discussion on...Do Premier League DAO's meet in forum to exchange "Best Practice"? Who captures minutes and actions? Is process formal or informal? Who see's the product and benefit?

2.0.

Talk by Prof Derek Fraser. Head of The IFO (Independent Football Ombudsman)

2.1.

Gave a history of The IFO and circulated IFO Annual Report 2018 - 2019. Pass this onto Club if not already seen. There was a general lack of awareness of the existence of The IFO.

2.2.

Noted that every Club must have a Complaints Process included in their Constitutions that includes recourse to the IFO..

2.3.

EU: All consumers of any products or services have a legal right to an Alternative Dispute Resolution service or ADR.

The IFO was approved as an ADR in February 2016. Recourse to The IFO should be included formally in Clubs complaints processes.

3.0. General

3.1.

Qualification for disabled status at grounds was raised as an issue. It was noted, by some, that there appears to be discrimination against supporters who are disabled but do not wish to claim benefits. See 15.3. And request review of BFC application process.

3.2.

General discussion on auditing compliance with ASG. Discussion on do the Premier League have an adequate or satisfactory internal system for auditing its associated member Clubs. Comparisons made with other fields in industry and services. General feeling was no they do not.

3.3. Serious issues at Norwich FC where dangerous crowd incursions on wheelchair positions were occurring. David Butler has taken up the cause, alongside the Norwich DSA, with the Club.

3.4.

Peter Carr has resigned from the Spurs DSA following problems at his club.

4.0. West Ham DSA Report

4.1.

West Ham run, free of charge, a number of shuttle buses from the Station to their Ground. The number is increasing due to demand and is very useful as a facility for supporter with disabilities.

4.2.

To avoid abuse and misuse...all toilets for supporters with disabilities are now 'Radar Key' access only. Trained Stewards have Radar keys and are on hand at all locations. Other Clubs make note.

4.3.

All DLO's are trained and proficient in sign language to assist SWD's

with impaired hearing where necessary. Is Burnley FC staffs proficient in "signing" where appropriate?

5.0. Arsenal DSA Report

5.1. SWD's with impaired hearing. Online ticket sales have been improved to assist as part of a three year strategy.

5.2..

Issue where able bodied supporter had become disabled and applied for a change of status. Told he must rescind his season ticket and go to the back of the queue for a SWD season ticket.

6.0. Leicester City FC

6.1.

Particularly for SWD.s with unseen disabilities, a credit style pass was shown that proved the holder was in receipt of PIP or DLA benefits and so qualified as a SWD. These were produced by third party organisations for a fee, and could be used as proof to present to stewards etc.

Discussion...could these be adopted by Clubs?

6.2.

Leicester City uses a special scarf to distinguish supporters with a hidden disability. This is less intrusive than having to produce a card. A great idea and worth consideration.

6.3.

Above raised the issue generally of applications to Clubs for SWD status. It was noted that there has been a move by Clubs to demand and rely on evidence of benefits such as PIP, DLA or other state benefits as a qualification for disabled status.

It was suggested that this constituted discrimination against supporters who were disabled but, for whatever reason, did not claim state benefits.

Clear and obvious disability and or supporting medical evidence should be alternatives.

<p>6.0. Liverpool FC</p> <p>6.1. Currently revising their Constitution. KH to forward BDSA Constitution.</p> <p>6.2. Also working with credit card I.D. in particular for supporters with unseen disabilities. (This was an action on Harriet Harbridge in the past but nothing happened).</p> <p>7.0. Aston Villa FC</p> <p>7.1. Sensory Room created from Executive Box.</p> <p>7.2. Have had serious issues at Spurs new stadium with poor stewarding and horrendous issues for wheelchair users.</p> <p>7.3. Raised the issue of I.D. badges for SWD's with non visible disabilities. Addendum: If a supporter with non visible disability needed to use a disabled toilet, how would the stewards know they were disabled? I.D. badge could be shown if the supporter had one.</p> <p>8.0. Sheffield Utd FC</p> <p>8.1. Problems with Club support for DSA and communications.</p> <p>8.2. Complaint where an eleven year old boy with severe disabilities had to be changed on the concrete floor of a toilet due to inadequate facilities. Support required.</p>	
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8.3.

Problem with flashing light displays (put on by the Club) causing problems with supporters. Chair noted that Burnley FC DSA had addressed similar dangers, and involved the Advertising Standards Agency to resolve the problem.

9.0. Wolves FC

9.1.

Sensory Room at Wolves was a converted executive box. Great idea and working well.

9.2.

Toilets were a problem. 'Mobile changes places recommended'.

9.3.

Awards for all. Wolves DSA have so far secured £40k of funding from awards for all.

9.4.

Chinese owners. CEO gone.

10.0. Southampton FC

10.1.

Invisible disabilities. Action needed by all Clubs to I.D. individual SWD's

11.0. Man Utd FC

11.1.

Creating an additional 28 wheelchair spaces + PA's for away supporters. New area will include "bar", refreshments area and toilets. Family Stand additional 16 wheelchairs slots + PA's.

Quads area...an additional 30 plus spaces with facilities provided for

wheelchairs and PA's.

To be fully compliant with ASG and EHRC follow up by audit by May 2020.

11.2.

Sensory Room. Major argument! Man Utd do not have one. Two models for discussion.

11.3.

New Initiative on ticketing. Game by game SWD's now get a full refund of their seat price if they cannot attend a game, plus their car parking fee of £10 per game. This has motivated SWD's to inform the Club early if they cannot attend a game and this allows other SWD's to benefit and the Club to fill vacant seats ahead of the game. A win-win.

12.0. Man City FC

12.1.

Sensory facilities discussed. Now operational at City.

13.0.

Southampton FC

13.1.

Issues around Invisible disabilities discussed.

14.0. Burnley FC

14.1.

New stands openings. Complimented as excellent by Peter Kay. Great news for the PL – DAG.

14.2.

	<p>Sensory Room. Keep PL – DAG up to speed with progress. Watford facility excellent and a good model to consult.</p> <p>14.3</p> <p>Neutral Zones. Well received and ground breaking idea. Issues with conflict between supporters discussed. Family Stand environment should be workable. Meeting agreed that a ‘trial’ would be a great way to test the concept. BDSA and away DSA too possibly to conduct a post trial match survey and provide feedback to the Club and PL – D.A.G.</p> <p>14.4.</p> <p>Yellow seating to counteract standing issues for SWD’s. Very well received and lots of notes taken.</p> <p>14.5.</p> <p>‘AccessAble’. No known problems. Other Clubs live and active. Many Clubs including Burnley, now working on their own websites to communicate aid and assistance to SWD’s.</p> <p>14.6.</p> <p>Home and away DSA interaction on match days. Burnley FC initiative well received. Other Clubs are starting to emulate. Good potential for interaction to promote synergy, foster cross DSA relationships and share best practice in between PL – DAG meetings.</p> <p>14.7.</p> <p>ASG stats format. David Butler advised see SGSA and ASG notes from meeting for required data.</p>	
10.	Future BDSA Meetings 2020	
	<p>David put forward a schedule of meetings looking ahead to 2020 including an AGM and several General Meetings. All meetings to be held at the club. The meeting agreed the schedule.</p>	<p>David to liaise with Lewis to book dates and rooms. David to arrange for the meeting schedule to put on the website.</p>

11	Any Other Business	
	<p>Jackie raised the issue of fundraising – a number of options were discussed including holding including raffles, social events etc...the purpose being to raise funds to cover administration/expenses/travel costs.</p> <p>Kevin mentioned that the contact details for the Disability Liaison Officer and BDSA chair on the Level Playing Field website were out-of-date.</p> <p>Bryan Bowman highlighted NE car parking issues particularly it filling up early/ stewarding. He highlighted accessible bays were being used by non-disabled supporters.</p> <p>Keith Jackson. Raised kerb alongside James Hargreaves has caused accidents and injuries for supporters with ambulant disabilities. No reason for this kerb to exist. Proposed this kerb be levelled, as at other grounds, for ease of access for wheel chair users and to prevent accidents.</p> <p>Other issues were highlighted by members including the temporary ramps across pavements - are they accessible? The need for wheelchair accessible, stewarding to support people with disabilities. Messaging around toilet access – James Hargreaves; Walkways in concourses – dangerous and slippery; Blue badge parking in surrounding streets; Development of the Sensory Room.</p>	<p>Steering Committee to discuss fundraising at next meeting.</p> <p>Lewis to contact LPF website to update contact details for DLO/Chair</p> <p>Kevin to take up the issue of accessible parking with Dave Baldwin, particularly double yellow parking on matchday/signage on matchdays.</p> <p>Kevin and Lewis to take forward the other issues with the club.</p>
12.	Date of Next Meeting	
	Wednesday 26th February, 6.30pm, AGM, venue Burnley FC	David to arrange venue, prepare agenda and promotion of AGM.