



# Disabled Supporters Association

---

## **LIVERPOOL DISABLED SUPPORTERS ASSOCIATION**

### **COMMITTEE MEETING MINUTES**

**FRIDAY 7th February 2020 1PM**

**THE SIR KENNY DALGLISH STAND - SEVENS LOUNGE**

#### **COMMITTEE ATTENDING**

Ann-Marie Barton; Ted Morris (Secretary); Tom Hutchinson (Chair); Graham Lewis, Andy Ellis.

#### **LFC STAFF & OTHERS ATTENDING**

Leigh Hawksworth (Ticketing)\*; Stan Tickle (Senior Specialist, Safety Officer) \*;

Simon Thornton (Senior Manager, Diversity & Inclusion) \*, Martin Jennings (Capital projects) \*.

\*denotes part meeting.

#### **APOLOGIES**

Kay Lindsay and Karl Lindsay.

#### **WELCOME**

Tom opened the meeting at 13.10 hours.

Tom welcomed everyone to the meeting.

#### **MATTERS ARISING & RATIFICATION OF MINUTES**

The minutes from the January meeting were read and seen as a true copy and are now on the LDSA website [www.liverpoolsa.co.uk](http://www.liverpoolsa.co.uk). Proposed by Ann-Marie, seconded by Andy and accepted by the committee.

## **TICKETING**

- Leigh advised that the ACS payments for Atletico at home are currently being processed.
- Watford away is now on sale.
- Car parking is going really well.
- Ann-Marie asked about the possibility of the club providing additional coaches for away games to accommodate extra wheelchair users who need to be anchored.
- Leigh explained the difficulties with this, and the committee agreed that there is not a straightforward solution, especially not knowing if any extra wheelchair spaces provided would actually be utilized.
- Ted said the LDSA could look into the possibility of sourcing disabled transport to away games.
- Leigh will look into this and feedback to the committee.
- Andy asked if Leigh could provide a game by game breakdown of how many wheelchair users have travelled on the LFC supporters coach so far this season, Leigh will ask Debbie if it's ok to provide us with a breakdown.

## **SAFETY OFFICER UPDATE**

- Stan thanked the committee for their understanding about his busy schedule in January.
- Stan checked the issue raised at the previous meeting about the broken seat in the Anfield rd, after inspecting the seat after the meeting, the counter balanced seat was slightly loose, and it is now rectified.
- Stan monitored the level 3 accessible lift after the Shrewsbury game and believes that we have a similar problem to the one we had in the KD stand, supporters are stating that they have accessible needs and are using the lift, going forward Stan will monitor the situation.
- Ted said that just before the 90 minutes is up, deputy head steward Joe in the KD stand goes up to the 4<sup>th</sup> floor and his presence by the lift seems to make a difference with who actually uses the lift.
- Tom said he uses level 3 lift and it can take up to 15 minutes for the lift to arrive after the game.
- Stan is monitoring how media personnel are also using the lift.
- Leigh mentioned that there is supposed to be a rota system in operation for the level 3 lift.
- Stan advised that there is an operational plan in place for each level and it is more a case of people using the lift who may not necessarily be in need of it.
- The problem with invisible disabilities was raised by Tom and it was agreed that it is a difficult problem to resolve.

- Andy mentioned a problem he encountered at the Shrewsbury game when exiting the KD stand, he advised that it was not the usual hospitality stewards on duty, and they seemed to be unaware of the process with the lifts.
- Leigh mentioned that the 2 hospitality lifts are not for the general public and that there is a dedicated accessible lift.
- It was agreed that this issue was probably a one off due to temporary staff being on duty at the game, but Stan will ensure that it is put on the radar for the hosts pre match briefing.
- Stan thanked the committee for the briefings they provided him with on the issues disabled away fans have been encountering at Carrow Rd, Norwich.
- Ann-Marie will feedback to the committee on how the visit to Norwich it went.
- Stan provided feedback on Ann-Marie's request about incontinence products being made available in toilets, Stan advised that these products are only available on prescription.
- Andy asked about large incontinence pants being made available which can be bought off the shelf, Stan will look into it and feedback to the committee.
- Ann-Marie mentioned an incident that happened to a Liverpool supporter at Wolves away when a home steward pushed the supporter over resulting in a nasty cut.
- Stan mentioned that a request has gone in for LFC stewards to be present at the next few away games.

## **DIVERSITY & INCLUSION MANAGER (DIM)**

- Simon advised the committee that the redevelopment of the Anfield rd stand is entering the next phase of consultation.
- The access audit is still out for tender.
- The player of the year presentation at Melwood went really well, Tom thanked Simon for his help and support with this.
- Andy asked about a disabled meeting point being incorporated into the new stand.

## **ANFIELD RD STAND UPDATE**

- Martin explained the procedures for meeting accessible stadium regulations to the committee.
- He then went on to explain the plans for the redevelopment which are also available to the general public on the LFC website.
- A discussion took place on a number of issues relating to the development plans and many different views were aired and noted down.
- The LDSA committee will provide full support on the redevelopment plans.
  
- The committee will consult with the LDSA membership when more information becomes available.
  
- Ted asked about the possibility of a sensory room being incorporated into the new development, a full and frank discussion took place about this and this will be passed on to the developers for consideration, but the consensus was that a dedicated sensory room is needed somewhere in the stadium.
- Martin advised that a full presentation of the proposals will be provided to the committee in the near future.
- Tom thanked Martin for updating the committee on the redevelopment plans.

## **CHAIRMAN'S REPORT**

- Tom advised the committee that the AGM is now booked for April and all members have been sent details by email and post.
- The information sent out includes a question and answer form.
- Tom wants more interaction between the members and the committee at the AGM.
- The agenda for the AGM is already set out in the constitution which will be followed, this will be sent out to all members in due course.
- Tom mentioned that at the last meeting Karl asked Andy to assist with the administration of the website and Tom asked about what progress had been made.
- Andy advised that at the present moment in time there had been no communications between himself and Karl on the subject.
- Tom will contact Karl to obtain access to the website due to a private conversation that took place prior to the meeting and the possible ramifications on committee business for the next 3 to 6 months.
- Graham and Andy agreed to work on a new membership form for the website.
- A discussion took place on using a payment option on the website, it was agreed Graham would place a secure PayPal link on the website as soon as possible.
- Security measures are now in place that would ensure past failings with the PayPal account would not reoccur.

- Permission was granted to Andy to make changes to the website after firstly getting any changes approved by the Chairman.
- A discussion took place on making improvements to the website which were unanimously approved.
- Tom to contact Karl to give Andy full access to the website.
- A discussion took place on the awards evening.
- The event management committee formed by the Chairman in January are to work together on the logistics.
- A new and fairer process will be implemented for choosing the accessibility steward of the year, Ann-Marie come up with a good idea that the committee will now look to implement.
- Graham knows someone who provides staging and he will look into this on the committee's behalf.
- Tom wants to donate £100 for one of the awards, the committee accepted his kind offer and thanked him.
- A progress report on tasks given out at the meeting to be discussed in March.
- Andy asked for authorisation to put the bank details on the new joining form, this was unanimously approved.

### **TREASURER'S REPORT**

- Ann-Marie said the current account balance stands at £4,284.94.
- Membership fees were discussed.

### **MEMBERSHIP SECRETARY**

- The committee to start taking LDSA membership joining forms to home games and distribute them to disabled fans in the stadium.

The meeting closed at 15.30 hours.

### **DATE OF NEXT MEETING**

Friday 6<sup>th</sup> March 2020 at 1pm. The relevant lounge has been booked in the **Kenny Dalglish Stand**.

If members have queries or comments about these minutes, please feel free to contact us by E-mailing [ldsa@liverpoolfc.com](mailto:ldsa@liverpoolfc.com) The Secretary will respond to all enquires as soon as possible.

**Please Note:**

**These minutes may have been edited to remove confidential information.**