



Arsenal Football Club Supporters' Forum
1pm – 2.30pm January 19th 2019
Board Room
Highbury House

Supporters' Forum membership 2018/2019

16-21 Year Old Representative	Mr	Zak	Wagman
Arsenal Supporters Clubs – Overseas	Mr	Lars	Lundstedt
AISA Representative	Mr	John	Williamson
Disabled Supporters	Ms	Anne	Hyde
Club Level	Mr	Steven	Downey
Family Enclosure	Mr	Ryan	Maskery
Gold Member	Mr	Robert	Kramer
Red Member	Mr	Sarah	Coppock
Over 60s Representative	Mr	John	Thater
Ethnic Minority Representative	Mr	Vik	Dattani
LGBT Supporters' Representative	Mr	Dave	Raval
RedAction Member	Mr	Raymond	Herlihy
Shareholder Representative	Mr	Simon	Stern
Away Scheme Members	Mr	Soran	Hourami
AST Member	Mr	Steve	Cooper
Women's Representative	Ms	Suzanne	Goodband

Arsenal representatives

Arsenal FC (Chair) Mark Gonnella
Arsenal FC Raúl Sanllehi
Arsenal FC Vinai Venkatesham
Arsenal FC Alun Francis
Arsenal FC Ivan Worsell
Arsenal FC John Beattie
Arsenal FC Peter Silverstone
Arsenal FC Charlotte Kenny

Apologies:

Steve Cooper – AST
Sarah Coppock – Red Member
Alun Francis - Arsenal

Minutes

1) Welcome and agree minutes of previous meeting (Mark Gonnella)

Outstanding items

- a) RedAction to circulate a list of music options to members for agreement on what should be played when the teams come out
- b) The Disabled Supporters' website has been updated. Anne Hyde explained the Arsenal Disabled Supporters' Association will continue to work with Alun Francis to improve accessibility.

2) Opening remarks Raúl Sanllehi and Vinai Venkatesham

Raúl and Vinai gave a general update about the Club addressing some of the key questions that had been pre-submitted as well as some that they knew supporters were asking more generally.

Vinai reaffirmed the importance of fan engagement, committing with Raúl to attend each fan forum and the supporters end of or pre-season event. Vinai also noted that along with Raúl they would undertake other more ad-hoc opportunities to engage and communicate with fans. In the last few months this has included meeting both AISA and AST, attending an AST event, interviews with BBC and Sky as well as two briefings with groups of journalists.

Vinai explained there is much misinformation in mainstream or social media around decisions the Club makes, and it is very challenging to correct that either practically or for confidentiality reasons, but this forum provided an opportunity to talk about some of these matters.

They reminded the forum to remember that we all want to achieve the same thing – for the club to be successful and challenge for the biggest trophies in the game. Every decision we make is carefully thought through, with information and data that is not in the public domain, always with the best interests of the club at heart.

Vinai and Raúl explained it's been 2.5 months since Ivan left. It's been a smooth transition and they are both very comfortable with the joint leadership model, which they firmly believe is optimal for a Club like Arsenal. It's a modern structure, but not a unique structure as it is seen at numerous other top clubs in the Premier League and further afield. It is of course dependent on a strong relationship between both individuals!

Vinai and Raul explained that they have a very strong working relationship, and they feel they are a good match. They have known each other for many years; Vinai has been at Arsenal for many years and Raúl in football for many years - both bringing different but very relevant experiences to the club. They are different people, but share the same values and challenge each other to get to better solutions.

Raúl discussed our approach to the January transfer window, explaining that strategically this is never a window he favours which he explained in the press interviews some months back. The position has not changed. As a principle adding to a squad is better done in the summer, with the intention that players can work intensively together in pre-season. The winter window is more about short-term solutions, and often inflationary, although there are of course exceptions to the rule. He confirmed we are looking at a couple of potential loans and the driver for this is linked to our strategic approach to the winter window rather than finances.

They also responded to questions around our self-sustaining model, explaining the requirement to have a self-sustaining model is not optional, but rather the approach dictated by UEFA and PL rules. They insisted we can be successful through this approach, and that ultimately the rules dictate that every club – which by definition includes whoever wins the league - needs to have such an approach. Addressing a question about owner investment at other Clubs, Vinai explained that the rules make it difficult for Premier League Clubs to accept owner money and invest in players as you are then adding cost to the P&L (wages and amortisation of transfer fee) without FFP permitted revenues.

Responding to questions from the AST, Zak Wagman and Vik Dattani about our self-funding model and the approach by our owners KSE, Vinai confirmed there are no plans for KSE to take any money out of the club through dividends, management fees or loans.

He reiterated the point that our ambition to compete for and win the Premier League and Champions' League is driven by our owners. They have this ambition as they are passionate about sport and want to win. We are in daily contact with them as we put in place and execute our plans against this ambition, and have their full and active support.

We also need to accept that we finished 6th last year and over 30 points behind the league winners, so it will not happen overnight and will take time. The first step is to get back in the Champions' League.

Raúl stated that progress under Unai Emery has been encouraging and there's a great atmosphere amongst the squad. Responding to a question about Sven Mislintat's future Raúl made it clear we would never discuss private business in public whether it be players or staff.

The questions below were submitted in advance and covered in these opening remarks:

AST

Both Vinai and Raul have stressed recently that Arsenal will continue to be run as a self-sustainable club under private ownership by KSE. The AST has always supported a financially sound model arranged in this way. Can Vinai and Raul confirm that self-sustainability also means that the owners KSE will not be taking any money out of the club either as dividends, managements fees or other forms of payment such as loan interest payments on debts held against Arsenal within the KSE holding companies. Can you also confirm no provision for any payments to KSE have been made within the 2018/19 financial management accounts?

Zak Wagman - 16-21 Yr Old Representative

A recent high-profile study found that, over the last ten years, Arsenal were the only Premier League club that did not receive any investment from their owner. Is this something that Mr Kroenke is proud of or pleased with? Is this intentional and can we expect the pattern to continue? How does Mr Kroenke feel about this - is it policy or a one-off chance?

Vik Dattani – Ethnic Minority Representative

Does the club hierarchy believe that a “self sustainable” model will deliver the Premier League and Champions League - the trophies the club claims to have ambitions to win? Perhaps it is time for some owner investment as in this day and age it's clear what wins these titles and what doesn't. We are still way off the pace and despite off field changes it's clear we're a very long way away from these titles unless money is spent on the team – in comparison to the teams we say we want to challenge. Or perhaps the club should just be honest and say we are not at that level and should be realistic about what it can win and cannot win.

Why is the club still seeing a situation where star players are being let go of for free? The wage bill is creating a big problem too and the constant mismanagement of the financials is leading to a situation where the manager is saying we can only loan players this window - when instead we were meant to be competing with the biggest clubs in the world by now?

Simon Stern – Shareholder

I'm not sure if this can be discussed at the Forum but as a supporter I would like to understand more what our transfer policy is? It is well documented that we have allowed key players (e.g. Ramsay and Welbeck), contracts to run down (arguably) meaning the club missing out on millions of pounds of transfer fees which must surely affect the budget for the future? We also seem to have an un-balanced wage structure with, if its true, some players receiving more than double what other players are earning. Our owner has made it clear that he wants us challenging consistently for the Premiership and (hopefully) the Champions League. With the sort of money being spent by the majority of the so called Big where does Arsenal stand? Our squad is at best mediocre and is crying out for major investment and it appears that the club is a relatively strong financial position even with us missing out on Champions League money. With the change of structure can we now expect to see significant money spent on improving the squad or will we remain a club that concentrates more on the balance sheet rather than challenging for and hopefully winning trophies?

John Williamson – AISA

There is a wide spread rumour that our current Head of Recruitment, Sven Mislintat will be leaving his role in the near future;

- a) will this loss have any effect in the current scouting set up?*
- b) will the loss have any effect on the way transfers are negotiated in the future?*
- c) Will the club make an early announcement that season ticket prices will remain unchanged for the 2019/20 season?*

3) Ticket touting – John Beattie/Ivan Worsell

John and Ivan gave an in depth presentation on the work the club undertakes to combat ticket touts. They explained how the secondary market ticket sites operate and the sophisticated systems we use as a club to combat them, asking for the information to stay in the room to prevent touts becoming more knowledgeable around our activities to stop them. The reasons why Arsenal cannot take action against touts not on our property was also discussed.

They asked for help from members of the forum to combat touting and encouraged people to send any information to toutingenquiries@arsenal.co.uk

AST

The AST recently came across the issue of the touting on away tickets and undertook some mystery shopping to address this. We have liaised with the club on this and will shortly make a report to the police as some very worrying evidence was uncovered including the fact that this person was selling on four tickets. What action has the club taken against this individual as touting is against the law and how did the individual manage to get four tickets and if he or she genuinely got four tickets in the correct way, what is the criteria for this?

Ryan Maskery (Family Enclosure) has also asked about our approach to touting.

Answer

Ivan Worsell said the person selling on the four tickets has had all 4 memberships banned. So far this season 1,280 memberships have been closed. Last season's figure was 3,105 memberships.

Questions and Answers

AST

The next round of the Europa league sees us play Bate at a kick off time of 5.55pm on a weekday. This is an extremely inconvenient kick off time which will mean many fans can't make the game or will be late for it through no fault of their own. Arsenal have said they will not refund fans who have already bought a ticket for this match within their season ticket price? Can you explain why you believe this is fair? What options will fans who cannot make the game have to secure their money back? Also what representations have been made to UEFA to ensure this kick-off time doesn't occur again.

Mark Gonnella said we understand the difficulties this represents for some supporters. Ultimately kick-off times are subject to change and on this occasion the timing is primarily driven by broadcaster requirements and UEFA rules. The situation is created by the fact ourselves and Chelsea are at home on the same night as group winners. The UEFA rules require that the team finishing in the lower league position the season before will play the early game. That said we did everything that we could to avoid playing in the earlier slot – and at least ended up at 5.55pm rather than 5pm.

AST

Premier League clubs will soon vote collectively on the allocation of the new tv deal and arrangements for how some of this money is used to benefit fans. The AST would like to see Arsenal support a renewal of the £30 away ticket price and also to use some of the tv money to provide concessionary pricing for young adults. Arsenal are presently one of only four clubs in the Premier League that has no offer in this category.

John Thater – Over 60s rep

I've had a couple of emails asking about Concession tickets for over 65s and I would add to that Concession tickets for 18-25s. Does the club have any plans to introduce these?

Vinai explained that ticketing revenues are one of the 3 main sources of income to invest in our squad, so we need to both be responsible in this area as well as protect the revenue stream.

Our ticketing decisions need to be looked at in the round.

- 1) We offer significantly reduced prices for the Carabao Cup to provide an entry point into the stadium for competitive games. That meant even for Spurs in the QF were £20 and £10 for adults and £10 and £5 for a child and over 65s***
- 2) We have frozen GA ticket prices for 5 seasons in a row***
- 3) We have supported the £30 away ticket price. Our plan is to support that going forward, unless there are better suggestions raised at Premier League meetings around how this money could be directed to match-going fans***
- 4) We subsidise our away fans attending PL games by reducing the prices they pay by £4***

In regard to concessionary prices for young adults, whilst we understand the financial constraints that these fans in particular have, and the need to encourage the next generation

of fans to attend matches, we believe that we need to prioritise these other initiatives we have mentioned above that. The cost of changing our concession policy for young adults, and to allow over 65s to enjoy concessionary pricing outside of the family enclosure would be in the millions of pounds.

Whilst we have no immediate plans to do this, we will continue to keep the position under review

AST

The Fans Forum offers an opportunity to discuss topics that matter to us, the supporters, which is very useful when reporting back to our respective members / fellow fans. We feel there would be a benefit in some of the topics that are frequently raised being further addressed in more detail in smaller, more focused working groups with the appropriate member(s) of the forum and who ever is best placed within the club to address. This would allow more time to share ideas and for Forum members to have a better understanding of all the work that Arsenal do:

We have identified these topics as a starting base:

- Ticket purchasing and Exchange / filling the stadium / credits
- Atmosphere and match-day experience: Pre match, post match, half time, catering, etc
- Ticketing – issues including working together to combat touting; ticket pricing including for different competitions and priority groups (young adults etc); Cup final allocations

We hope that this approach can be taken forward and would be happy to provide thoughts on more detailed terms of reference. The groups can then report back into the Main Forum. We believe it would avoid repetitions in questions in the future and improve the dialogue between Club and fans meeting the Fans Forum remit.

Mark Gonnella explained we are committed to working together with fans to tackle key issues and topics and agree enhanced engagement and involvement is important. That's why last year we launched our fan feedback initiative "My Arsenal" designed to get immediate fan feedback and views into specific topics and activities. "My Arsenal" was sent to all match attending fans at the start of the season and we were delighted to receive record responses to the survey (compared with previous engagement activities and emails). We will continue to adopt this engagement approach going forward as well as look at specific smaller working groups for activities where appropriate. One of the questions/topics we would like to explore with forum representatives is how we can ensure we are reaching all fans and reflecting all views from our fan base in our efforts, and with the forum. It would be great to explore what engagement activities exist within the memberships and how we can help utilise these further to shape club activities together.

Our suggestion here is we start by working on the fan atmosphere piece together. Some work has already begun on this. When it comes to ticketing let's be clear that we have people working on this round the clock. They are well aware of the issues and are across developments in the industry as they happen.

Vinai added that it would also be helpful to discuss fan behaviour in working groups. In recent weeks there have been a number of incidents around unsavoury chanting and projectiles being thrown on the pitch in the Premier League. Whilst we have a good record in this area, how can we work with fans to do more at Arsenal to prevent this?

He also suggested Forum sub groups could discuss how we get more people to watch our Women's matches at Borehamwood. The matches are great events, especially for families, and it would be good to see more people there.

Action:

Mark Gonnella to circulate request to members to attend sub group meeting around matchday atmosphere, behaviour and women's attendances

Raymond Herlihy – REDaction Representative

Please explain the club decision to contribute to the Richard Scudamore 'parting gift' from his role at the Premier League

Answer

Vinai Venkatesham explained this was not a gift, and referred to the Premier League statement.

The decision was made by the Audit and Remuneration Committee and the Non-Executive Directors, supported and endorsed by the clubs.

The payments, which will eventually total £5 million, will be spread over the next three years and are in consideration of three important areas: It was vital that a comprehensive set of non-compete clauses were extended, to ensure the best possible protection for the future of the Premier League. It was agreed that it is crucial for the League's ongoing success that Richard's unique knowledge and experience remain available in an advisory capacity. The payments are in recognition of the outstanding work Richard has carried out over the last 19 years.

John Williamson – AISA Representative

It has been widely reported that Manchester United are to receive 5,233 tickets for next weeks FA Cup tie, which AISA believes is due to safety concerns. We also understand that the decision was taken by the Islington Council Stadium Safety Advisory Group.

- a) On what basis was this decision taken?
- b) Did Arsenal challenge the decision?
- c) Are all stakeholders aware that this decision will have a detrimental effect on the number of tickets Arsenal will receive in any future cup ties played at Old Trafford?

Answer

Vinai said we recognise that having more away fans at matches is one of the many reasons why the Emirates FA Cup is so special. We always look to provide the full allocation of tickets to away teams in the competition. In the FA Cup this is c.5,000 tickets in the lower tier and c.4,000 tickets in the upper tier.

For the match against Manchester United, the safety assessments we have undertaken, which included liaison with our stadium licensing authority, have made it clear that for this particular match it would not be safe to accommodate visiting fans in the upper tier. In addition, there

is no option to put more than 5,000 away fans in the lower tier due to the need to keep home and away fans separate.

We take safety of home and away fans at Emirates Stadium very seriously and cannot ignore the results of the robust safety assessments which have been conducted. As such the FA has given dispensation to us to provide 5,233 seats to Manchester United for the forthcoming cup tie. This is on safety grounds.

Due to time constraints the following questions have been answered in writing

Simon Stern – Shareholder

One issue I would like raised at the next Supporters Forum is stewarding and the role they play. I sit in the upper tier and get increasingly frustrated when people who come in after the game has started are not shown to their seats by the stewards. There have been countless occasions when people who are invariably on their first visit to the stadium have no idea where their seats are and are left to just wander round disturbing other fans who are trying to watch the game. Why are the stewards not instructed to take people to their rows and show them where their seats are?

Answer – John Beattie Stadium Management

The stewards do assist when asked by the supporters. They do not stop everyone which they would have to do to find who needs assistance. This would cause congestion due to the numbers through each block particularly close to KO. Some season ticket holders also take exception to being stopped and asked. People with touted tickets are often told to actively not engage with the stewards by touts or they will be ejected. There are signs in the bulkheads indicating where the rows and seats are. If steward was to show everyone to seat they would leave bulkhead and then next person needs to wait it simply would not work. The primary role of the stewards is safety.

Simon Stern – Shareholder

The other issue is food. I appreciate that this is an emotive subject but the standard and quality of food, coupled with exorbitant prices is poor. Tea and coffee at £2.50 is wrong! Service is often slow meaning many people that go out at half time come back in after the second half has started due to long queues and slow service. Surely this is something the club can do better at? Who decides the concessions and the menus? Is it ever reviewed?

Answer –Charlotte Kenny Head of Fan Services

This is monitored on an ongoing basis and changes are made consistently based on service issues and pinch points that are brought to our attention. Demand will always be incredibly high at half time but we, in conjunction with our catering partner Delaware North, are continually working hard to deliver the fastest possible service at peak times.

We assess our queues and speed of service every match day. With the introduction of contactless payments too and pre-pouring of pints we are working hard to reduce queue times and serve our fans as swiftly as possible. If you have any specific concerns about the service of our kiosks pre and post-game, please either see the concession manager at the bar or email into ask@arsenal.co.uk and we will of course investigate. There will always be key pinch points for us (half time being the main one) but we are continually working together to improve this and serve as many people as fast as possible.

In terms of the products available at our kiosk, we have introduced a number of new food and beverage deals pre and post games since the start of the season. The uptake of these have been very popular pre-game (post game has less demand) and we will continue to take on board fans feedback and improve our offerings going forward. One product we are seeing more requests for is a healthy option wrap or similar. We are currently researching the best product option to meet fan needs/feedback and hope to have a new option implemented on trial in the next month or so. This is one example of the improvements we plan to make based on our fans feedback.

We have also introduced a brand new coffee (Lavazza) which has received excellent feedback from fans and combined with sales figures is much more popular than our previous coffee. Price wise £2.50 for a cup of tea or coffee is very much in line with other locations and reflects the better quality product we now have. We will continue to introduce additional products where possible based on fan feedback and demand.

Simon Stern – Shareholder

One other relatively minor point. Is it not possible for water to be anything other than cold in the toilets? It is crazy that on there is no warm water ever coming out of the taps, why?

Answer – John Beattie

There is hot water in all the toilets but these are localised boilers and it seems to run out in busy periods. We are looking at larger ones but not sure at this time how possible this would be and what size.

Simon Stern – Shareholder

I'm not sure if this can be discussed at the Forum but as a supporter I would like to understand more what our transfer policy is? It is well documented that we have allowed key players (e.g. Ramsay and Welbeck), contracts to run down (arguably) meaning the club missing out on millions of pounds of transfer fees which must surely affect the budget for the future? We also seem to have an un-balanced wage structure with, if its true, some players receiving more than double what other players are earning. Our owner has made it clear that he wants us challenging consistently for the Premiership and (hopefully) the Champions League. With the sort of money being spent by the majority of the so called Big where does Arsenal stand? Our squad is at best mediocre and is crying out for major investment and it appears that the club is a relatively strong financial position even with us missing out on Champions League money. With the change of structure can we now expect to see significant money spent on improving the squad or will we remain a club that concentrates more on the balance sheet rather than challenging for and hopefully winning trophies?

Answer – covered in opening remarks

John Thater – Over 60s Representative

I'd like to add The Matchday Experience especially as it relates to the quality of information on the big screens inside the ground-why is there no lapsed time monitor of added time; why is video replay footage shown so belatedly and often not at all in the early stages of a game and finally, player photos-in one match earlier this season one player was introduced with a name but no picture-surely this shouldn't happen. The quality of visual screen communication is not up to the standard expected at the Emirates Stadium.

Answer – Mark Brindle Supporter Liaison Officer

With regard to the replays it takes the guys a few seconds to clip the action and then they have to check it over a couple of times to see if there was anything contentious about the goal which adds a bit more time. In accordance with other PL clubs they do not show contentious events from the game. The Player picture issue should not happen and we will look into it further. We are not sure what you mean by 'lapsed time monitor' so if you can clarify and we can feedback from there.

Zak Wagman - 16-21 Yr Old Representative

Is there any possibility of offering a student discount, as many major retailers and shops have, in the Arsenal Club shop, both online and in store? This would make many items more accessible for many young people and students, who are currently priced out of buying items such as kits.

Answer – Simon Lilley Head of Retail

We don't offer discounts to students. However we do have times of times of the year where we offer goods at lower prices typically Black Friday and the New Year sale. We also offer an extensive range of our own range of Arsenal products which are at lower prices for our fans.

Vik Dattani – Ethnic Minority Representative

Why have membership packs taken so long to be sent this year? Why can't they be sent around August when there is an actual buzz about the new season? Why are the membership pack items so unoriginal each year? This is now the 3rd scarf in around 5 years if I am not mistaken.

Answer Charles Allen – Head of Marketing

We are aware and sympathise with fans due to the delay experienced with the delivery of the membership pack this season. The main reason for the delay was caused by the personalisation of the scarf in the pack. This extra step in the preparation of the packs caused delay and for some members we had not received replies asking for the initials required on the scarf. Packs started to be delivered in November which we acknowledge is later than normal. We are always trying to improve the quality of our packs and this year's scarf has been well received by our members. We are already working to ensure that we deliver next year's packs closer to the start of the season and always welcome ideas from our fans on what to include in the pack.

Vik Dattani – Ethnic Minority

The lack of clear signage / guidance from stewards re the need for bags to be searched prior to kick off, especially at the Spurs Carabao Cup game was terrible. Stewards held megaphones yet nobody actually used them to say if you have a bag please join a separate queue. Naturally there are a lot of first timers at these types of games and clear signage and use of megaphone would have helped. People spot their turnstile letter and start queuing in the normal Line not knowing they need to join the special bag queue, which to fair is more to the side of the entrance and signage for this isn't great. These people ended up missing the first 20 minutes and use of megaphone /clearer, bigger signage would have avoided this.

Answer John Beattie

This is the first year that we have cordoned off the bag searching queue. The signage is as large as we can make it. The problem is where to put it so that people can see the start of the bag queue which is often around by the cores where there is nowhere to put signs or it would be away from turnstiles and not mean anything. A sign that is away from Turnstile block P for

example that says turnstile P bag searching is not likely to be believed by supporters particularly if they are first time visitors. We will continue to look at the issues and see what improvements can be made. The stewards are encouraged and do use the loudhailers and we will reinforce this to them to maybe increase the level.

Anne Hyde – Disabled Supporters

Currently the system for booking the coach for a disabled wheelchair space is that a supporter has to call the disability section who in turn has to call the Travel Office and then they call the Coach Company to check that there is a space. For the Manchester City match coming up I called on the 9th January and only heard on the 14th that a space was available. Can the club look at an easier way of booking coach travel please?

Answer Alun Francis

The reason for the current booking process is due to the limited number of wheelchair accessible spaces on each coach. To ensure a fair chance for fans to book onto these limited spaces, the current booking process is in place.

Wheelchair spaces are limited on regular 49 seater coaches due to a number of seats needing to be removed and only one lift being available per coach. This therefore limits the number of spaces on offer for those who need to remain in their wheelchair to travel.

The Club has also introduced the use of a larger coach (double decker with 77 seats) to help ensure there's an option for all wheelchair types. When a regular 49 seater coach is used, there are restrictions on the size and weight of a wheelchair due to the load the lift is able to bear and the space for which to manoeuvre once lifted onto the coach which can cause Health & Safety issues. By using the larger coach, these restrictions are eliminated as a ramp can be used to access the lower deck and no seats need to be removed.

With the decline in demand for coach travel as a whole, the number of spaces for those in wheelchairs or those needing seats removed will remain limited. The Club feels that the current booking process is not only the fairest way for fans to book on, but also the most accurate, ensuring that fans are aware in good time should there not be space to travel.

What is the reason for the disabled supporters not receiving confirmation that they have tickets for an away match at the same time as the able bodied? This delays booking coach travel for disabled supporters and more recently being told initially that there are not spaces available. Can the Disability Liaison Team look at making sure that their supporters are told at the same time.

Answer - Alun Francis

The Disability Liaison Team do try and ensure that our disabled supporters receive their away ticket confirmation emails as quickly as possible once a game has gone on sale. However, we do realise that on some occasions there are delays in sending out the confirmation emails and we are working to rectify this as far as possible.

Could the club work with the other premier ship clubs to ensure that headsets are available and easy to return. Huddersfield, Fulham and Brighton have these available but they have to be picked up and returned. Newcastle do not have headsets available.

Answer - Alun Francis

I will raise this matter at the next Premier League DAO's (Disability Access Officer) meeting on Thursday 31st January.

Andrew Pigott Arsenal Travel, Events, Supporters' Liaison

Introduction of music to be played within the stadium bowl at home matches following an Arsenal goal.

- 1) Do supporters think we should introduce this?
- 2) Would it help improve the atmosphere at home matches and be of benefit the team?
- 3) If yes to the above, suggestions on what track/s to play.

One idea already suggested was player specific tracks - Depeche Mode - Just Can't Get Enough (Ramsey), Kungs vs Cookin' on 3 Burners - This Girl (Lacazette), PIGBAG - Papas Got a Brand New Pigbag (Welbeck), etc whenever they score. There would need to be a generic track for goalscorers without their own song.

Action:

Discussion to be included in fans' forum sub group meeting

AOB

John Williamson placed on record his thanks to the club for the excellent communications given to fans who had travelled for the match against Qarabag.

Date of next meeting

Mark Gonnella said the next meeting would be in early April and would be announced once TV selections are confirmed.

January 28th 2019