



Minutes of MUDSA's AGM 2009
Held in the Ability Suite on Tuesday, 2nd June 2009

The Chair, Ann Marie Lewis, welcomed everyone and thanked them for being at the meeting.

Present:

Baumber, Peter	Harvey, Shaun	Neale, Sue
Blackburn, Alex	Hunt, April	Nweke, Anthony
Brown, Sandra	Hunt, David	Parry, Beverly
Burgoyne, Brian	Hutchings, Pat	Peet, Rennie
Campbell, Alan	Ironmonger, Robert	Porter, Ian
Cassidy, Ronan	Jackson, Edna	Simister, Emma
Chase, Dallas	Jagdey, Narinder	Struthers, Annette
Chourbaji, Pat	Jarvis, Kate	Taylor, Nigel
Collinge, Gordon	Jepson, Gerrard	Thomas, Philip
Cordwell, Peter	Joule, Ken	Thompson, Val
Dolan, John	Klein, Grace	Wadsworth, Wendy
Donohue, Alan	Lang, Phil	Waiting, Sean
Dooner, Sue	Lee, Mick	Warner, Clara
Durnian, Dax	Lightfoot, Dilys and David	Wild, Andrew
Edwards, Alison	Littler, David	Worth, Shaun
Ellis, Thomas	Lyons, Jonathan	Yates, Nathaniel
Fletcher, Edna	McDonald, Sandra	
Gawthorpe, Simon,	Morris, Anthony	

Apologies:

Austin, Alex		
Baxter, Susan & Amanda	Fewell, Karen	Mitchell, John
Beatson, Jim	Fleming, Terry	Murphy, Richard
Birkin, Andrew	Foley, Tom	North, Peter
Boden, Courtney	Frederick, Alison	O'Rourke, Margaret
Booth, Mike	Fuller, Nick	Oakley, Andrew
Bridger, Michael	Garrett, Kelly	Owen, Paul
Brosnan, Ronan	Glessing, Phil	Pendlebury, Mike
Buxton, Pam	Greenhalgh, Stephen	Pollard, James
Calland, Marian	Greenway, Keith	Ragg, Lesley
Campbell, Heather	Grethe, Chris	Redbourn, Joe and Val
Carter, Peter	Hall, Jackie & Julie	Robb, Alan
Chouhan, Nisit	Hall, Julie	Ryder, Krysten
Colehouse, Joseph	Harropo, David	Smith, Chris
Colehouse, Karl	Haselgrove, Richard	Smith, Joe
Constable, Sophie	Hayes, William	Smith, Laurie
Cooper, Jason	Hedges, Arthur	Spencer, Richard
Cooper, James	Hegarty, Paul	Storr, Daniel
Cragg, Mark	Henshaw, Charlotte	Thomas, & Ross & Barry
Crook, Frank	Hickey, Chris	Timberlin, Nathan
Crompton, Steve	Holburt, Ben	Tindall, Liam
Crowley, Pat	Huxley, Nigel	Turner, David
Culleton, Michael	Ivins, David	Underwood, Neil
Darbyshire, Graham	Jackson, Daniel	Vandepeer, Robert
Dickson, Alan	Jamieson, Clifford	Vidamour, Adrian
Dilkes, Wendy	Johnson, Alvin	Wallage, Helen
Downey, Maurice	Jones, Colin	Ward, Henry
Duddle, Reece	Kirkham, Barry	Ward, Ian
Dukes, Alex	Leadbeater, Mark	Watkins, Dave
Elmore, Rosie	Leighton, John & Linda	Weighman, Neil
Evans, Joseph	Magee, Clare	Welsh, Mark
Evans, Julia	Maherali, Javeed	Whitworth, Hazel
Everest, Michael	Mallaney, Kevin	Williams, Gwyn
Falla, Ian	McIntyre, Bill	Williams, Jonathan
Fallon, Andrew	McLeod, Jonathan	Wilson, Mark
Farquharson, Graham	Merrills, Nicholas	Wood, Paula
Ferrugia, Bernardo	Metcalf, Peter	

Minutes of AGM 2008 Accepted as a correct record

Matters Arising No Matters Arising

Chair's Report

Twelve months ago Sue introduced me as the chair for the 2008/09 season, and invited you all to bring any problems or issues you may have with MUDSA to me. Thankfully I only had a couple of queries, which I was able to deal with promptly. I have had a lot of positive feedback about most of the events that MUDSA organises and the Rolling Reds, and I'd like to thank my fellow committee members for all their hard work this year. Although the team failed to bring back the European cup I think everyone will agree what a fantastic season it has been, and it has been a great privilege being the chair of the committee for the 2008/09 season. Thank you.

Secretary's Report

Once again it's been a busy season with the highest number of home games on record. Now that the location of my office has changed, I have more frequent contact with the staff of the MU Foundation and, ultimately, we are both heading in similar directions. We hope that the relationship that is developing will be symbiotic and enhance the services and matchday facilities that our disabled supporters and visitors enjoy.

Fundraising Dinner, 2009 – after previous two years with Sir Alex and Ryan Giggs as guests, this year we are going for Wayne Rooney. This is a lunchtime event and we hope it will take place in October/November so anybody who fancies paying a substantial sum per table can contact me by email.

Website – Pleased to announce that Saudi Telecom have agreed to donate £25K pa to MUDSA for the project which entails making smarter use of the MUDSA website, providing an Arabic version on the website, likewise the Rollin' Reds magazine together with the possibility of a video link from the Ability Suite to one or more of STC's outlets in the Kingdom.

Latest news page.....a MUST.....start using e-forms if you can.

Trafford College (Heading for Success [HfS]) – The Ability Suite is used by TC almost every day of the week now. They offer a number of courses but they do keep changing, depending on the uptake. An agreement should be formalised with TC later this summer after which we should be able to announce which courses will be available, at least initially.

Railway Halt – Behind South Stand, the Halt isn't the most accessible station at all. Dialogue between ourselves and Northern Rail produced a match funded project which was presented to the government quango that deals with these things and it was declined.

Northern Rail believe it was declined because OT is to be an Olympic venue and they are expecting that the commitment by the Olympic Delivery Authority to make all venues accessible by public transport will provide a project that may in the end be more grandiose than originally discussed. Don't hold your breath!

British Standards Institute – The Manchester United Project Manager and myself were invited to make presentation to the British Standards Institute at the launch of their revised Standard BS8300. Suffice to say that the event itself was mind numbingly boring!!....and brought most people there to the point of losing the will to live.....that changed at the end of the day when Gary Hebblewhite and I took the stage when we made our presentation and then were inundated later by questions from the floor about how we do a whole host of things.

I am delighted to say that our reputation now goes before us which is born out by the fact that we have been visited by Ajax, Madrid University and the Moscow delegation prior to last year's Final. Amongst the non football enquiries was the South Bank complex which is principally the Royal Festival Hall close to the London Eye. Both venues are considerably different and MU aren't publicly funded but we will be taking a trip down there to find out how what they have put in place works in practice.

Armed Forces – As a club, MU wish to establish close links with members of the armed forces, given the current conflicts in the Middle East and nearby areas. Considerable number of Forces personnel return home with injuries and we are hoping to establish links with them at many different levels beginning with a trip to their Tri-Forces Rehabilitation Centre, known as Henley Court which is in Surrey.

DEAG (Disability Equality Advisory Group) – This is effectively a group that sits underneath the FA Council. After receiving an invite to join the group I expected that they would look at disability and football from two angles, a) the participation side, ie, those with disabilities able to play in disability teams and b) the facilities at football stadia, given that the FA own the oldest Cup competition in the world.

Sadly the latter has not yet been discussed and has been deliberately avoided but we are trying to push the agenda to include this in the hope that a wider view of facilities will make its way onto the Agenda across football.

Premier League DLO meeting – at Man City, 14th May 2009. It has to be said that we could never claim that our facilities are 100% perfect but they are pretty damn good by comparison to what can be found at many other grounds.....those who travel to away matches can certainly testify to that.

It wouldn't surprise you to know that everything we do isn't viewed favourably by the Premier League which, if I was being cynical, could have something to do with some of the senior personnel being supporters of a certain club on Merseyside. To be perfectly honest that flies in the face of the feedback we get from visiting supporters to OT but we



are, nevertheless, always looking to improve what we do and more improvements are planned for next season, as you have heard already, ie the Website.....or 'Working Smarter' as we prefer to call it!

Level Playing Field – Once more MU participated in the LPF campaign which is all about disability equality. We had a feature in the programme and the kids on the pitch at half-time which was actually played out between kids from MU and AV...curiously, the result was 3-2 which was identical to the main feature of the day, thanks to a certain young Roman, called Macheda!

I seriously have to thank members of the MU Foundation staff for helping in bringing this together.....it's definitely a joint effort now and very much better for it. Here's hoping that we can build on this year on year to show the outside world what we actually do do.

Training – In previous years I have produced an in-house training programme based on disability awareness and this is being rethought at the moment in the hope that we can have maybe one a quarter or more realistically, two a year, that take a particular look at certain disabilities.

In recent months this was done to highlight disability awareness around people with learning disabilities where the presentation was done by people with learning disabilities themselves.

Hopefully this will be a continuing feature of awareness building at OT which is already significantly better than most other places.

Museum – I was horrified to read an email from one of my colleagues in the museum that explained a party of five hearing impaired visitors suddenly grew to 25 when they complained about the abilities of the signer and requested a Sign Language Interpreter, which is considerably different.

In essence, we tried to make a reasonable adjustment and let them enter the museum free and that's when the numbers swelled. I can tell you that it didn't give disabled people the best name they've ever had but some good has come out of it in respect of the Museum staff considering having certain days set aside when a Sign Language interpreter can be made available. Ongoing discussions should bring about an improvement to this group of sensory impaired people.

Rome UCL Final – Chas will report on the major logistical part of the trip to Rome that he personally dealt with, with the assistance of Shirley his wife....not forgetting Sue Rocca who was Mrs. Moneybags in the process.

Given the recent experience of Moscow last year, this year's jaunt to Rome was somewhat easier to bring together because making the arrangements was fresher.

In terms of getting there and coming back ...that was Chas's department but from the airport to the stadium and vice versa it was necessary for me to liaise with UEFA. The frequent exchange of emails covered tickets, radio frequency for the visually impaired, the view from the wheelchair platform, distribution of packed lunches etc etc.

In brief, everything went as well as it could do considering we were in Italy...what they describe as 'charm' we would call 'chaos'!!!....and I'm sure that the 'charm' would have been less of an irritation if we had come home with a trophy. All in all we had a great day and I hope those that travelled there would agree....shame we didn't win (hesitate to use the word lose) but there's always next season so let's see how the players react!

Slippy Floor – it has been brought to my attention that B3 is one of slippiest in the stadium and platform can become slippy when wet. Next season you are likely to see that a grippy surface has been laid down, that's unless budget cuts intervene!

Row AA and Row RR – Taking Row RR first, several people have complained that some people that sit in this row are quite sprightly to say the least.....we are either witnessing a miracle or a severe case of lead swinging. I intend to investigate during the close season.

Row AA – is an amount of seating which is given to people with less severe walking difficulties and other disabilities such as Learning Disabilities, people with mental health issues and other unseen disabilities whereby the disability itself necessitates that the person coming to the match is accompanied by an assistant.

So far, it's gone well, very well received but as pressure grows on Row AA, I fully expect to receive people's concerns and complaints about not getting to many matches through the ballot system.

European Away Travel - has been a bit of an issue this season because there is no defined structure for people to be informed about the correct route to take. I will be meeting with the Club Secretary to address this and we hope that the information will be made available in the information booklet or on the MUDSA website.

Radios – it is quite likely that we will replace some of the radios for our visually impaired supporters this close season. However, the main issue with the radios isn't actually the radio itself, it's the headphones and at the moment we can still obtain a plentiful supply of those.

Personally, I would like the opinion of our visually impaired supporters of the quality of commentary now received in comparison to the commentary previously received via ManU Radio.

CDs – Our visually impaired supporters will be aware that we have produced an audio CD of extracts from the matchday programme. Having been fiendishly difficult to produce initially we are now in the swing of it but it is time consuming. We only missed out on the Porto game due to a software problem and comments on the quality and content would be very much appreciated. If you don't tell us what it's like as a visually impaired person, we haven't got a crystal ball to give us the answer.

Needless to say, the fact that we produce these CDs on a matchday was poo-poo'd by the FAPL and, believe it or not, dismissed out of hand by NADS, despite repeated requests from the RNIB to NADS to highlight what we are doing.



Satisfaction Survey – Wheelchair members have been issued with Satisfaction Survey questionnaires on matchdays throughout the second half of this season. The return rate has been poor but we have more questionnaires with us tonight if you are interested.

We will be producing one for visually impaired supporters ready for the start of next season and soon after the same for Row AA and Row RR devotees. The information will be collated as soon as we have time available and the information gleaned will be used to produce Satisfaction Survey 2 which won't be quite so simple as the first one.....we will be requesting comments on specific things that were highlighted in SS1.

Treasurer's Report

I have passed out 3 sets of Accounts for you to look at. The first being my final Accounts to the year end 31 May 2008, together with the Accountants Financial Statements to year end 31 May 2008 which you will see do agree to mine - thankfully. The third sets of accounts I have produced are not to the year end but to 4 May 2009. The reason for this is that I cannot give accurate figures to the year-end 31 May by the 2nd June, I won't get the bank statements for May transactions in time. The year end accounts will be produced before the end of June and will be distributed at the next AGM together with the Accountants Financial statement.

I must confess that our two trips into Europe have caused some swings in our financial situation and messed up the usual sense of order I have with your figures, so I will do my best to explain things to you a little later in my report. I will start though by looking through the variances in the income and expenditure categories over the two periods. The Christmas Party, Donations, 1/2 time draw, November Dinner, Magazine, Tickets and Bowling are there or thereabouts showing no great change.

Administration and Stationery costs are down slightly, Bank interest is down from £784 to £179 partly because we have been moving larger sums of money about, partly because the bank now accounts for interest 1/4ly instead of monthly, but the biggest influencing factor is the downturn in interest rates following the credit crunch. 100 Club is up as we have considerable more members this year to last, 105 in 2008 and 179 in 2009. Merchandising seems to swing from loss to profit and back again each year and this is just about where we are in the buying cycle if we have just stocked up the numbers are down if we have sold most of our products we see a profit as we have this year. Communication expenditure is up from from £369 to £1916, and this is because we purchased some expensive equipment and software which converts text to audio to allow match day programmes and other literature to be accessible to our Visually Impaired members, at the same time the rest of us receive them. The other major expense this year was the new televisions in the ability suite for our match-day entertainment. We have made a conscious decision this year to spend money on you, we are not a profit making organisation and any money we raise should go back to you.

Now the straightforward information is over back to the Moscow and Rome monies.

In the 2008 year end accounts I produced a before Moscow and after Moscow scenario for you which showed we had made a profit of £12909.58 before paying the plane deposit which left us with an overall loss of £15238.42. During the year we have received some – but not all of the monies back to balance the Moscow outlay. The Club kindly assisted us with the financial arrangements, but this season has been particularly busy at OT and we have struggled to get hold of correct records to allow us to cross reference the receipts and payments and complete a full reconciliation. That said we are a lot closer now to finalising the accounts and obtaining final payment from the Club. With this in mind we organised the Rome accounts entirely differently and decided to arrange the finance ourselves – obviously the initial outlay for the plane was not as expensive, but, at this point I would like to thank the committee members who generously loaned us money from their own pockets because without this we would have gone nowhere. I feel confident that we will reconcile Rome by the end of June, and we will then turn our attention to finalising Moscow.

In general terms if I took from our bottom line turnover figure this year which currently stands at £19755.15 – obviously this is not the final figure – and took all Moscow transactions out of the equation, both the money we have collected and that we still have to collect, our turnover this year of about £4000, which when you consider we have made the additional expenditure items I have already detailed for you which exceeded £4000, we would have finished up with an overall turnover of about £8k which is not a million miles off what I would call our “normal”.

Having complained about how the trips into Europe have messed up my usual orderly numbers I would happily take a trip to Madrid at the end of next season and have to deal with the finances.

Thanks as always to my fellow committee members who keep on top of the monies with me and help me to keep the all the records straight, that thanks includes Mrs Banks who seems to spend hours keeping records of Chas's events and Margaret who likewise always has the correct information to hand. Thanks to all the Mudsa members who willingly come up to me on match day with their 1/2 time draw monies, and thanks to Tom the steward who seems to have taken it upon himself to “invite” the people who don't subscribe willingly to join in.

Committee Report, Visually Impaired Supporters (Nigel Taylor)

Yet another season in the history of our great club has drawn to a close, and the start of a very special new season is only a very short time away. In February 2110, it will be exactly one hundred years since United first started playing at Old Trafford. No-one needs reminding that the first ever league game at OT ended in defeat to a team that was to become one of our biggest rivals in the future. However, putting that glitch to one side, you cannot help wondering what the bricks and mortar would say if they could speak! what a lot of stories they would be able to tell us. Whilst OT was undoubtedly a very special place in those early days, and without doubt continues to be so, no one could ever have

envisaged how it would be today. It does not seem all that long ago when I was standing in an uncovered scoreboard end getting soaked, breathing in the fog, and wondering what that awful stink coming out of Trafford Park actually was! How times have changed. As you walk towards the ground from any direction, you can invariably feel, taste, and smell the history. I wonder what it will be like in one hundred years time? Sadly none of us will be around to no the answer to that question. However we can enjoy the privilege of being around at the hundred year mark, and whatever United decide to do to commemorate this momentous occasion, it will undoubtedly be an event not to be missed.

The season before last saw the launch of the edited braille and large print United Review. This season, the production of the Review has continued in CD only. As there are only a very small number of braille users amongst us (and because braille is quite bulky to have to carry around on match day), none of us minded the switch to the majority preference. Phil and his wonderfully versatile PA Margaret have continued to overcome the challenges of keeping this project going, and those visually impaired recipients of the programme on CD have been very pleased with the outcome. To be able to read the boss's column and some of the other articles independently, and on the same day as everyone else, is a joy to behold. Of course, we would all like to have the full programme at every game, but unfortunately for us, Phil and Margaret usually have a few more things to do during the course of a working week. Nevertheless, Thanks Phil and Margaret, your hard work is very much appreciated by all the recipients.

In the visually impaired section we have continued to enjoy match commentary but with different personnel. The long-standing, and much appreciated partnership, of David Hooton and supporting cast of Wilf Mcguinness, disappeared from our ears without warning, and many of us were just a little disapointed. David's match day descriptions were very informative. Not only did he provide skilled match commentary but he always managed to get in references to what was happening off the ball. We have always had the best commentary here at Old Trafford, even as far back as the mid 70s, so I guess the new regime (who have to start somewhere) will ultimately improve. I would like to take this opportunity to thank a few individuals and organisations who have again helped to make last season a memorable one.

Galloways in Preston have continued to record the Rollin' Reds magazine on to tape and cd, and have regularly got the audio version out before the print. Many thanks to everyone at Galloways for all their hard work.

The Stewards. Its not worth thinking about what life would be like without Lynn, Viv, Tom, Amy, Helen, Alan, Scot, Liam and the rest. As I said last year it is easy to see how everything would descend into absolute chaos on match days if these kind, caring and genuine people were not around to assist us at every turn. So thanks for everything. These people are invaluable, and we should never stop appreciating them. Sue Dooner. As always, I have run out of words to describe my appreciation and thanks to sue for her continued support. As victims in our section testify, Sue regularly extricates £1 coins from visually impaired supporters for the half-time draw. There's not a lot we can do about people who turn up two minutes before kick-off, but Sue and I regularly discuss ingenious methods to promote our "Torture People for a Pound" campaign: sometimes they work, sometimes they don't, but we never give up: be warned.

In addition, Sue has been a great help in many other ways and I do not know what our section would have done without her over the past few years. On behalf of everyone in the visually impaired section, thanks again sue for everything, and thanks for doing what you do so unobtrusively.

Finally, I would like to thank the visually impaired supporters and their minders for supporting me for nearly four years. As many of you will know already, I chose not to stand for re-election at the last AGM. With a very demanding fulltime job and my recent health problems, something had to give. Advising and assisting the visually impaired members and supporters is a much bigger role than many people realise or would care to admit. I've greatly enjoyed working with everyone associated with MUDSA and beyond, and although we are not perfect we are aspiring to be so, and that's a great deal more than you can say for a lot of organisations in the world of football. I have met and got to know some really wonderful people amongst you, and there is no reason why those friendships cannot continue to be treasured. Thank you for your tremendous support, and I look forward to seeing you at future games.

Committee Report, Social (Chas Banks)

DINNER 2008 The dinner was a great success by any measure. Ole was excellent and the comic Sean Styles was superb. Thanks to Ole's generosity in not charging us a fee, we actually made a profit of £39.00, in spite of the cost of the meal going up to £23.50 a head. Unfortunately, after many years of holding the price at £25.00, this year the cost will rise to £30.00. Sorry, but that's still great value for what you get. There was a record attendance of 487, which was too many really. Problem being Ole is so popular and pretty much everyone from the club who was invited turned up! Which is unusual! This year's dinner is the twelfth (time flies!) and at this moment we I can confirm Paddy Crerand will be our guest plus a guy called Steve Kindon an ex Burnley footballer. Plus of course we will have our 3/4 (depending on how we get on in the charity shield!) trophies on display. We sold out quite quickly last year and I'll be reducing the numbers this year, so get your orders in asap!

CHRISTMAS PARTY This years party was smooth as it could be on my side, although it was difficult to find a date due to the trip to Japan, hence it actually being held on January 5th! We went down a different path this year and chose a breakfast buffet which everyone seemed to enjoy. The only complaint being that the plates were too small! The idea worked well though, as everyone had eaten by the time the players arrived and were more relaxed. There was a fantastic turn out from the players and everyone enjoyed themselves. MUDSA held a raffle again this year which helped us to maintain the ticket cost at the same level as the last five years and enabled us to not lose money, which is always good! Anne Marie did a superb job organising her side of things very ably assisted by Des and her Mum. In December we'll

be celebrating MUDSA's 20th Birthday, so we are going to try our best to make it an extra special occasion for everyone who is fortunate enough to be there.

Q&A Patrice Evra and Ji Sung Park did the honours for us this year and it was a fantastic night again. Who could have guessed that Patrice would be that funny? Amazing! Anyone who was there will tell you what delightful lads they are. A real credit to the club. With the raffle, we made a small profit (at least I think we did?) in spite of it being a free event to MUDSA members. A big thanks to the club for providing us with the signed balls for this event. There was a big improvement in the signing process with no one trying to go round twice this year. I'd like to think it was down to people being nice, but I have a sneaking suspicion they were scared of Sue Rocca who did the supervision job! I'd like to say a big thank you to Sue for doing the door and taking care of the money on both the dinner and the Q&A and a special thanks to Anne Marie and her pal who did the raffle at the Christmas Party. I am optimistic we will be able to reproduce the Q&A event next season. I'd like to say a big thank you to Mike Spratt and all the Wigwam boys, Mark Jones, all my colleagues on the committee and a special thanks to my wife Shirley, who works very hard at making me look good!

As ever, it is a privilege and a pleasure to do the job and I look forward to another great year for MUDSA.

Committee Report, Magazine (Des Turner)

Good Evening. I'm confident that once again this season we have been able to maintain the high production standard of Rollin' Reds that has been established over the years. In actual fact, we always seek to improve rather than merely maintain a certain level and in January this year after consulting with Dinosaur who are our graphic design partners, we introduced a new look to the magazine and extended it to thirty two pages. The face-lift isn't radical; but subtle and in my opinion nonetheless effective. We have continued to produce four editions during the season at five hundred copies per edition which still seems to be an optimum number. Our good relationship with the Club remains and we are regularly given access to players for our interview section because I believe that they trust us to ask fair, pertinent questions that will not make players feel uncomfortable. You may recall that last December we even managed to speak to the shy and retiring Paul Scholes who is notoriously reluctant to give interviews – to be honest he didn't say an awful lot but we did see it as something of a coup! We have also interviewed former United captain Martin Buchan, the BBC's Nick Robinson, former FA executive David Davies and my own personal favourite, Peter Noone of Herman's Hermits!! We also serialised Alan Rayment's epic and courageous wheelchair push from Land End to John O'Groats. Sadly the first edition of next season will be more focussed on the The Premier League rather than the Champions League trophy. Rome was a disappointment, but I reckon that three trophies out of four aren't at all bad and are certainly three more than Arsenal, Liverpool or City have managed this term – and that's a fact!! Finally, as ever I'm grateful to all those of you who have contributed in any way during the season and look forward to more of the same next time around. Thank You.

Committee Report, Memorabilia/Social (Ann Marie Lewis)

BOWLING This years bowling event took place at the Disbury Bowling Alley, 50 MUDSA members and their friends and families attended the event. Trophies were presented on the day and there was also a raffle for a signed football. I would like to thank Sue Rocca for helping me to organise the event and for her help on the day and Chas for arranging the trophies. Also a big thank you to all the members who attended the event. Anyone wishing to attend next years event please tick the box on the events register and you will be contacted nearer the time.

CARRINGTON This years event took place last October I sent 15 letters out to the first people on the list asking them to ring me on receipt of the letter confirming their ability to attend or otherwise, I was amazed that only 9 out of the 15 individuals actually replied, which meant me having to ring the other 6 a week before the event and only one of them wanted to attend. I had to fill the other 5 places at very short notice which was surprising to say the least. I am pleased to report that the day itself went well, apart from the rain. All of the players who were training and Fergie came over and had their photographs taken and signed autographs. Later we went back to the Red Café for lunch and on the stadium tour.

I would like to thank Barry Moorhouse for his help in organising the day, and to all the players and the staff at Carrington, the Red Café and the stadium. There is still a considerable waiting list for this event, but everyone will eventually get a chance to go. Please be aware that we only get short notice for this event and the date is always subject to change. When I get the date for next seasons visit, I will notify the next 15 people on the waiting list and because of what has happened the last two years I am not going to put the date of the visit on the letter, thus the person will have to ring me for the details, this way if they are unable to attend I can give the place to the next person on the list.

CHRISTMAS PARTY Due to the team being in Japan before Christmas this years party did not take place until 5th January. This event is one of the most popular events that MUDSA organises and it is always oversubscribed, this year I had 119 applications with most people wanting to bring two guests. I seem to get more applications every year, but I can assure you that I keep a list of everyone who applies each year and everyone will eventually get their turn to attend. Even if you have just attended the party can you still apply every year so my list is kept updated. It took Des and me about six hours to go through every application and put them into the category that people attend matches; in the end 125 people attended the party. I would like to thank Chas for arranging the Catering and Sound system, to Mark Jones



for being our compere on the day and to all the players and Barry Moorhouse who gave up their time. I would also like to thank everyone who bought raffle tickets we made a lot of money through this for MUDSA.

MERCHANDISE Last seasons badge was based on Moscow and we also sold the Munich badge which we brought out to commemorate the 50th anniversary of Munich. The pens and the key rings still sell very well throughout the season. If anyone has any ideas for the type of badge they would like for next season, please do not hesitate to contact me. We are hoping to have one badge ready for the start of the season, and then one at Christmas time to celebrate MUDSA's 20th year.

HAYDOCK There are no Sunday dates for Haydock this year, so we are looking into an evening at Bellvue Dog Races- We will keep everyone informed. Finally I would like to say a big thank you to all the committee members and Margaret for the help they have given me throughout the season. Thank you.

Election of Officers

Andy Wild – been coming to MU since he was 8 years old. Lost a leg some years ago. Experience in designing, building and maintaining websites. It would be a privilege to be on the committee to support the greatest club in the world. I believe when you enter into something it should be with 110% and that what I will give to MUDSA if elected. AW was Nominated by Brian Rushforth, seconded by Chris Smith and was voted on unanimously.

(Visually Impaired Rep) We are really sad to see Nigel go but he will remain in a supporting role to assist whoever is elected. We have two applicants for this position:

Peter Cordwell – I have now been a member of MUDSA for almost nine years, and appreciate the privilege of being a MUDSA member and feel I could represent the Visually Impaired members and deal with all their queries. I am registered blind so fully understand the needs of visually impaired and blind people. As I do not work, I have the time, commitment and aptitude to take on the role, and also have access to a computer. I have previously been on a Parent Teachers Association Committee for six years, and I am currently on the User Participation Committee for Action for Blind, so I am familiar with meeting procedures and protocols. Peter was nominated by John Simister and Seconded by Emma Simister.

Gwyn Williams – I have thought long and hard about nominating myself for the visually impaired rep position and have come to the conclusion that I can and will do justice to the position if I am selected. I have been attending games for many years and have got to know many members of the MUDSA (not just the visually impaired members) and they have got to know me. I would consider it an honour to represent these wonderful people who, regardless of their disabilities, can still come and support MUFC week in and week out. I would be their voice on the committee, be their ears on the terraces and phone, bringing to the committee any concerns or needs that they may have. I also realise that many of our visually impaired members have other physical and learning disabilities and that sometimes, due to many factors, their views and needs are overlooked or missed. I know also that each visually impaired member is an individual, each have their own disability or disabilities, each have their own persona, each have their own level of learning so that each member must be treated as an individual with their own view or needs.

If I am selected as a rep I intend to talk to the members as often as I can, get their views on what the MUDSA does well, their views on what the MUDSA does not do well, any concerns or needs that they may have and convey these to the committee. Sometimes these concerns may seem trivial to us but to a member voicing this concern it may mean a great deal and this concern may need to be addressed. I also realise that sometimes matters arise that are inappropriate to the aims of MUDSA and these matters could be resolved member to member rather than through the committee.

I know and respect that this position does not have a 1 hour per week workload but is in reality a full time position. I do not hold down a full time job so I am more than willing to spend as much time and energy as possible to ensure that I can fulfil this position to the best of my ability and that the members that I will represent will get the best value possible out of me. Gwyn was nominated by Robert Ironmonger, seconded by Sue Dooner.

A secret ballot was held and GW won by 42 votes to 11 for PC with 1 abstention. Peter was thanked for putting himself forward and received a big round of applause.

QUESTIONS AND ANSWERS ON THE NIGHT

Q. *Phone in* - Is there a better process than we use now?

A. This is the best process that we can use so far whereby everyone has a fair and equal chance of getting to a game. Disabled members actually have better chance of coming to a game than ordinary members! 0845 numbers are not charged by BT now, but if anyone has any suggestions please contact Phil.

Q. *ROW RR* - Prices for tickets and how does this section work?

A. Row RR is a dedicated section for ambulatory disabled and the prices are charged at normal stand rate. We take the view that those people would be able to work. Carers go free.

Q. *Matches bunched together* - is there anything that can be done to prevent this?

A. Unfortunately, we cannot do anything about this as it's out of our hands.

Q. *More spaces* – can more be provided

A. Not in the immediate term but we are mapping areas of the stadium where new platforms could be introduced. If it does happen it will be through external pressure.

Q. *Wheelchair Football* – there doesn't appear to be a lot of it.

A. We will be looking into it. PD will talk to Adam Temple who deals with disability football at MU to see if we can work together.

Q. *Rollin' Reds in Quads* – can we make sure that they are always given out in the new quads?

A. We are aware of this problem and hope to remedy it soon.

Q. Is the VI phone in still at 4pm on a Monday now that the general phone in is open between 3-5pm?

A. Yes

Q. *More Away Tickets* – is there any chance of having more away tickets?

A. Premier League Rule J721/722 states we should receive 10% of away club capacity but that rule doesn't specify anything except wheelchair places. At meetings with the PL this issue has been raised but they do not appear to do anything about it! According to the % rules, City should give us 14 but we only receive 9, Hull should give us 14 but we only ever receive 8 and City only give us 3 wheelchair places. We try to operate a system whereby we allocate what tickets we receive in as fair and equitable way as possible.

Q. *Moscow money* – what does the club owe MUDSA as it's not clear from the accounts.

A. There has been confusion on two issues some that flew to Moscow with us where not MUDSA members, we do know everyone who has flown with us, but the club have not accounted to us for some of this money. Also tickets were not charged for, but Chas is now collecting this money in. The amount the club has paid to us is under misc in the accounts. Chas added how the club helped us by letting us use their Credit/Debit card details, they gave us an account of this on 25th April, they had Phil down for 6 places. There is a short-fall of probably £2k. Once we have collected all the money in things should balance up.

Q. *Blank cheques* - is there any other system we can use instead of sending blank cheques through the post?

A. Yes we can take Credit/debit card details and there is a 3% surcharge on both cards. Could be 5% but we'll check.

Q. *Row AA* - Wont they get a restricted view?

A. We are in discussion with the TO about this problem and hope to be able to relocate.

Q. *Row RR* - What % of row RR is given to the disabled?

A. 21 pairs of seats are there (Lower East stand) we are trying to see who has these row RR seats. Some people have been relocated there because they had season tickets in other parts of the stadium and had to be relocated. In hindsight, that wasn't the best thing to do. We will be contacting everyone in Row RR during the close season to check whether they really need to be accommodated there.

Q. *Credit/Debit card numbers for tickets* – how can we give you our details?

A. Either over the phone or by email. The away match ticket application forms for ambulatory disabled have a section for card details for you to complete. Details need to be kept up to date.

Q. *Row RR cost of tickets* – We usually pay for helper and the disabled person but for the last few games we have only been charged for one ticket.

A. Carer should not have paid at all this season could people email Phil if they have been charged for 2 tickets all season and he'll get in touch with Ticket Office to ask what's happened.

Any Other Business – there was no other business so the meeting ended 9.45pm.