



TOP 10
tips for clubs

#accessforall

Making your club more accessible

As a service provider, clubs have a legal requirement to be accessible to disabled people but there are also ethical & commercial reasons to improve social inclusion and evidence shows that being accessible also makes good business sense.

There are over 12 million disabled people in the UK, with one in four families having a disabled family member. Disabled people can and do influence choice, with a spending power of over £249billion/year.

Here we list some simple, practical and achievable ways to help make your club more inclusive.

1

First contact

- Allocate access, inclusion and equality issues to a senior member of staff (director or senior executive) to oversee provisions at the club / venue.
- Appoint a Disability Liaison Officer (DLO) / Disability Access Officer (DAO) and ensure they receive the relevant training.
- The DLO will be responsible for providing accessible provisions and services; will have a good understanding of disability and equality legislation and practices; and will put access, inclusion and equality on the agenda of all departments of the business.
- The DLO will act as a contact point for both colleagues and disabled visitors and supporters, with an accessible and dedicated phone line or email address (avoiding premium phone rates).
- Ensure all customer facing staff are trained in Disability Awareness.
- Match day volunteers or ambassadors (non-stewards) can provide additional assistance on a busy day

2

Access audit

An Access Audit is the first step to helping organisations meet the requirements of the Equality Act. It will help to make you aware of the changes that need to be made at your club and the priorities. It will demonstrate a commitment to improving access for disabled people and if used properly will increase custom and turnover and could help to mitigate against claims of disability discrimination.

3

Information services

- Make sure your disability policy and accessible facilities and services are known, by including them on your website. Ensure your website is accessible.
- Ensure all paperwork is accessible to the majority of people by producing everything in 14 point, plain font as standard.
- Always ask if people prefer an alternative format such as large print, different colour paper, audio tape, British Sign Language interpreted video, etc. and know how and where to obtain these formats (ask Level Playing Field).

4

Getting to the ground

- Do you provide accessible transport? Can you work with local service providers?
- Do you offer information on transport links and journeys to your venue and is this information accessible? Does it include accessible transport information?
- Monitor accessible car parking spaces to ensure spaces are not being misused and provide accessible drop-off and pick-up points.
- Ensure external routes / paths to entrances are kept clear of fallen leaves, moss, and obstacles etc. to reduce slipping and trip hazards for mobility and partially sighted and blind people.

5

Access to the stadium/seating

- If doors are heavy, or access into the building is not level, ensure there is a doorbell / intercom (or telephone number) with a sign to show that disabled people can call for assistance if required.
- Ensure areas are free from clutter and have good circulation space for wheelchair users and people who are blind / partially sighted.
- Once in the ground, most disabled supporters see “sitting with their own fans, friends and family” as a priority. We recommend there should always be a choice of seating areas including elevated and pitch-side seating for wheelchair users. These should offer protection from the weather and the ball, and provide a clear view of the pitch at all times even if supporters in front of them stand up, or players, camera crews or match officials are present (at pitch side).

Access to the stadium (cont.)

- Adjacent companion seats should also be provided. Disabled supporter seating should be available in both the home and away sections of the stadium.
- Ambulant disabled people and partially sighted and blind supporters should be able to sit anywhere but you might want to identify areas with Easy Access seating.

6 Ticketing

- Ensure your ticketing policy does not discriminate against disabled people and that all ticket booking options are accessible.
- Companions / carers should be admitted free of charge where a disabled supporter requires assistance to attend the match. This is regarded as a reasonable adjustment and not a concession.
- Proof of disability can be requested, but clubs should not discriminate between the supporters they ask. Clubs should treat all supporters as individuals and consider each access requirement on a case by case basis
- Try to provide various methods of purchasing match tickets - via the website, by telephone, by text phone and in person.

7 Accessible toilets & changing places

- Ensure that you have a suitable provision of accessible toilets and that no wheelchair user space is more than 40 metres away from an accessible toilet.
- Ensuring that accessible toilets are clean, well serviced and supervised on matchdays should be a priority.
- If you use a radar key system, ensure that a nearby steward is carrying a radar key and is available to provide access to facilities if required.
- Would your club be able to provide a “Changing Places” facility? To find out more visit: www.changing-places.org

8

Disability-specific advice

- An increasing number of disabled people have Assistance Animals, including Guide dogs, to help them live more independently. Your club should be able to accommodate these dogs in all areas.
- Could your club provide Audio Descriptive Commentary (ADC) during the match for blind and partially sighted supporters?
- In ticket offices, shops and information areas a hearing (or induction) loop is recommended. Having staff trained to speak clearly, having areas well lit and having a pen and paper available if needed will also help.
- Could you provide match day programmes in different formats, such as large print and audio if requested?

9

Disabled Supporters Association

Communication is key to achieving accessibility and being inclusive. Setting up a user-led Disabled Supporters Association (DSA) run by willing volunteers will provide invaluable insight. Level Playing Field can help guide you through the process of setting up a DSA with templates for the Constitution, committee job descriptions and advice.

10

Level Playing Field Membership

Join Level Playing Field for free! LPF is a membership-driven charity which is managed by an elected Board of Trustees. Visit [our website](#) for more information on membership and to find out more about the work we do.

These suggestions are just some of the ways you can remove the barriers faced by disabled people. We fully recognise the challenges of meeting fans' desires and expectations. Level Playing Field exists to be a part of the solution. Our staff are on hand to offer advice and guidance where needed.



Level Playing Field

The Junction, Station Rd
Watford, WD17 1ET

levelplayingfield.org.uk

01923 545370

info@levelplayingfield.org.uk



@lpftweets



@lpftweets



@levelplayingfielduk

#accessforall

**Level
Playing
Field**