

# SUMMARY OF RECOMMENDATIONS

## STAFFING:

- Clubs should have a dedicated Disability Liaison Officer with knowledge of disability discrimination law and practice for disabled supporters to contact if issues arise.
- Clubs should have a named manager with responsibility for disability issues.
- All staff, including managers, who come into contact with fans and customers should receive Disability Equality Training.

## TICKETING:

- Allocation and distribution of tickets for disabled supporters should be handled by clubs and not by supporters associations.
- Season ticket policies should be the same for disabled and non-disabled supporters.
- Clubs ticketing policies should provide for personal assistants and carers (PAs) to be admitted without charge, where a disabled supporter requires a PA in order to attend a match, on condition that the PA provides support to the disabled person as required.
- Ticket agencies should be required to provide disabled supporters with information on where they can purchase tickets.
- If a club has a concessionary ticket policy for disabled supporters, it should apply to all disabled supporters regardless of their needs or otherwise should be based on the need to be accommodated in a designated disabled seating area, such as for wheelchair users, and/or the need for PA support in order to be able to attend the match. Any policy on disability concessions should be published and made available in alternative formats.

## MATCH DAY AND OTHER ISSUES:

- Induction loops and text phones should be installed in ticket offices and at other points of sale.
- Clubs should arrange for audio commentary to be available.
- Separate home and away facilities should be provided for disabled supporters.
- Clubs should endeavour to provide weather protection for disabled fans in exposed areas of stadia.
- Clubs should seek to minimise interference with viewing from pitch-side seating areas (particularly if these are reserved for mobility-impaired fans), including seeking to reduce foot traffic passing in front of these fans.
- Websites, club publications and media (such as TV channels) should be fully accessible.
- Clubs should endeavour to arrange that a minimum of 5-6% of the total number of car parking spaces that they provide are designated for disabled supporters.
- Information about access and other facilities for disabled people should be easily available.