



**Premier
League**

**Accessible Stadia Guidelines
Report**

Background

In February 2015, Premier League clubs agreed that services for disabled supporters would be amongst the priorities for investment in the three-year rights cycle beginning in 2016/17.

In September 2015, the clubs agreed unanimously to a resolution that they would comply with the guidance contained in "Accessible Stadia, Facilities for Disabled Fans" by the beginning of Season 2017/18. Since then work has been underway at all clubs and the Premier League produced an interim report published in January 2017 to report on progress. The Premier League commissioned specialist advisors to work with individual clubs where support was requested, and to conduct a data gathering exercise so that a league-wide analysis could be undertaken.

The Equality and Human Rights Commission (EHRC), the Government's regulatory agency in this area, has expressed an interest in the issue of disability access at Premier League grounds and has been undertaking a parallel exercise, seeking information from each club as to the range and level of services provided. The Premier League Supporter Relations team has worked with the EHRC to reduce the bureaucratic burden on clubs so that they do not have to produce two separate sets of data. However, this co-operation does not extend to analysis of the data and, as the statutory regulator, the EHRC will reach its own conclusions.

The regulatory framework

The Equality Act 2010, transposed the principle established under the Disability Discrimination Act 1995 that service providers must not discriminate against disabled people. Service providers, are required to make reasonable adjustments to accommodate disabled people if they would otherwise be put at a substantial disadvantage. This includes taking reasonable steps to avoid any substantial disadvantage caused by:

1. a provision, criterion or practice which is applied to both disabled and non-disabled persons;
2. a physical feature; and
3. the failure to provide an auxiliary aid.

The Premier League's Rules impose a general requirement under K.34 for each club to "provide sufficient and adequate facilities for disabled supporters".

The Accessible Stadia Guide (ASG) was first published in 2003 as an advisory document to give technical expression to the general obligation to make "reasonable adjustments" in seeking to overcome those barriers that put disabled people at a substantial disadvantage. The ASG was updated in August 2015 with the publication of supplementary advice. The ASG operates in conjunction with Part M of the Building Regulations which provides guidance with regard to disability access technical standards for building developments.

During the last two years several clubs have asked about the concept of "reasonable adjustments". As it has only rarely been tested in law, and none of the cases have been closely analogous to the stadium disability access improvement programmes undertaken by clubs in meeting the September 2015 undertaking, we have advised the clubs that, should they need clarification as to its application in their own individual circumstances, then they should seek the appropriate legal advice. However, it is worth noting that "reasonableness" in British law is a well-established and intentionally flexible concept: the intention is to allow judgement to be used, in the light of different circumstances in different specific cases, as to what is reasonable. Ultimately, as is recognised in the ASG, reasonableness would be determined by an objective assessment by the court.

Because of the lack of precision in the concept of "reasonable adjustments" this report does not ask the Board to decide whether any individual club has, or has not, met its obligations to make reasonable adjustments. This is a specialist area where the legal responsibilities lie with each club, subject to overall scrutiny from the Government agency set up, inter alia, to form its own conclusions on questions of conformity with the requirements of the Equality Act 2010.

This report summarises the progress made by each club in meeting the targets set by the September 2015 resolution by Shareholders, in light of Rule K.34. **Appendix 1** provides a club-by-club description of the current position in terms of the provision of ASG-related services for disabled supporters. Of course, clubs also deliver a wide range of other services for disabled supporters, such as community programmes, online adaptations, specialist staff deployments, training of general staff in disability awareness and provision for those with learning disabilities and/or invisible disabilities not specified by the ASG. This report does not examine these services in detail.

Summary of progress

Note: this analysis looks at three groups of clubs:

- 16 clubs now in membership of the Premier League who were part of the unanimous resolution in September 2015
- Two clubs which have had only one year in membership of the Premier League to address the ASG commitment
- Two clubs which were promoted in May 2017 and are just beginning their programme

The total number of wheelchair bays at the 16 “continuing” Premier League clubs has increased by around 50%, or just over 1,000 in total. They have also taken steps to improve distribution and sightlines although work still needs to be done in these areas. Having started at about 67% of the ASG stadium requirement they now stand at 98% in aggregate, although some have achieved 100% or higher. Around 250 of the increase are accounted for by Tottenham Hotspur’s move to Wembley, but their rebuilt stadium will, proportionately, match the Wembley provision.

In 2015, 13 of the 16 clubs did not meet the full ASG target for wheelchair bays. Today, we believe that the number not meeting this target has fallen to four in terms of the number of bays constructed although Manchester United FC, who have undertaken a substantial building programme, will now phase in the use of the additional wheelchair bays as they reallocate existing occupants of the re-designed areas and complete the ancillary adjustments also required. Manchester United have been in close dialogue with the EHRC on related range of disability access issues and have shaped their programme and its scheduling accordingly. They have also consulted their disabled fans to ensure that they understand their circumstances and their views.

In each case the shortfall has occurred because the work needed to meet the target in the short, two-year, period was deemed to be too disruptive to fans currently occupying the areas identified for additional wheelchair provision. Cost was not an issue at any club, although value for money did come into the reckoning for those clubs where major new stadium developments were planned. The position for each of the four clubs not reaching the target for the physical provision of wheelchair bays is:

- **Watford FC:** They have increased the number of positions by 60 (more than doubling the 2015 position), but remain 40 short of the ASG target. In their view, they consider that the displacement of several hundred existing fans from what is a sold-out stadium is too disruptive in a situation where despite efforts to boost demand they do not currently fill all the existing bays. In close consultation with their independent disabled fans group “Watford Enables” they have agreed that attempts to boost demand will continue to take place, and the club will seek to always be in a position where it is offering 25% more bays than demand would require. They will thus move toward the target as demand grows but will reduce displacement of existing fans in the meantime.

- **Crystal Palace FC:** Crystal Palace have one of the oldest and hardest grounds to develop. Selhurst Park is located in a densely developed, mainly residential, neighbourhood of South London. Their site is constrained and planning permission is difficult to obtain. The wider urban area contains few development options. Given this intricate challenge the club has undertaken a substantial review of the available options and is embarking on a major programme of improvements. They have already introduced 66 new bays (more than doubling their 2015 position), a Changing Places toilet and a sensory room, and have plans in place for a substantial further increase in wheelchair locations. We understand that the club liaises closely with its disabled fans and will continue to do so as their programme proceeds. As with Watford, they feel that they need to balance the introduction of more disability facilities with managing disruption to other fans in what is a routinely sold-out stadium.
- **Chelsea:** Stamford Bridge is a complicated site, constructed piecemeal over the last forty years. The club has recently secured planning permission for a major new development of the site, although this is not yet clear of all the planning process hurdles. Pending clarity as to the outcome, the club continues to seek an interim stadium while the work takes place, if and when they get definitive clearance for their development plans. In their view, the work required to meet ASG standards would be in any event disruptive in what is a sold-out stadium where the fans anyway face significant disruption as the construction plans get underway. Against a backdrop of significant uncertainty as to when and how their redevelopment plans will take their final shape, thus providing a firm basis for deciding what adjustments to make to the existing stadium, the club has undertaken to complete independent access audits on an annual basis rather than the recommended three years.
- **Everton:** Goodison Park is one of the oldest and most complex grounds in the Premier League, nevertheless the club is undertaking a substantial programme of work to improve access standards. They have already added 54 wheelchair positions, introduced a Changing Places toilet and an off-site sensory room and have further development plans in hand over the coming year.

The ASG states that 'in addition to the provision of wheelchair user accommodation all stadia should provide an equitable number of amenity and easy access seats for spectators who may require more space.' The ASG suggests various criteria to consider in relation to amenity seating, such as access routes, the provision of arm and backrests, sightlines and additional legroom. It doesn't contain an agreed definition for enhanced amenity seating or easy access seating and no design criteria or exact measures for seat location or distribution are included.

Clubs have therefore developed their own interpretation of amenity seating provision, based on local circumstances, existing practice, and consultation. Excepting Newcastle United, all clubs now offer designated ambulant seating, however there is a large spread in total provision, for example 126 seats at Manchester United compared to 1,525 seats at Stoke City.

The range of improvements stretches well beyond the viewing areas and clubs have also been working to develop a range of other facilities and services that form part of the ASG recommendations.

18 clubs now offer a Changing Places toilet. Burnley and Newcastle United both have plans to install this facility before the end of the current season.

There are marked differences in the total number of matchday car parking spaces available. For example, Manchester City has 4,187 spaces, Arsenal has 510 spaces, while other grounds have very few or none at all.

Where relevant, all stadia now offer at least 6% of club controlled parking spaces to disabled supporters. Clubs have also been working with local authorities and other stakeholders to increase the number and quality of available spaces at other sites. There are improved designated drop-off points and creative solutions, such as shuttle services linking outlying car parks to stadium entrances.

There have been a host of other smaller but significant additions in other areas that all help to improve service, including more lowered counters at catering units, new audio loops at key customer service points, and clear and consistent signage. A number of clubs have added or upgraded paving, floors, lighting, lifts and accessible entrances.

Sensory Rooms are not included in the ASG but five clubs have installed a permanent facility and three others now have temporary spaces that can be used at some matches. Everton also has an off-site sensory space and alongside the majority of other clubs are actively investigating options to create a stadium facility in the medium or longer term.

The analysis conducted by the Supporter Relations team has operated on the basis that clubs with only one year in the Premier League since 2015 – currently Burnley and Newcastle United – should have one further year to meet the two-year ASG timetable set by clubs in 2015. This gives them the same period (two years) to undertake any necessary works as the clubs in continuous membership of the league since 2015. Both clubs are currently significantly short of the number of wheelchair positions needed to meet the ASG target but both have substantial programmes in place to meet the terms of the Shareholders' resolution of September 2015 by August 2018.

On the same basis, newly promoted clubs – currently Brighton and Hove Albion and Huddersfield Town promoted in May 2017 – have two years. Both already exceed the number of wheelchair positions needed, have Changing Places toilets and are looking at options for sensory rooms.

Premier League Board Decisions

The Premier League Board resolved to:

1. Note the substantial progress since September 2015, acknowledge that not all ASG targets have been met at all clubs, and request clubs to continue to identify opportunities to improve facilities as standards and expectations rise, particularly on distribution of facilities around each ground, sightlines, toilet and refreshment provision, approaches to the stadium, ticketing systems and club websites;
2. Confirm that promoted clubs will have two years to meet the terms of the 2015 Shareholders' resolution, whether consecutive or not;
3. Request clubs to maintain and extend their arrangements for informing and consulting their disabled fans about services provided by each club to meet their needs;
4. Request clubs to ensure that access statements are kept up-to-date and readily available online;
5. Note that the Premier League's Supporter Relations team, who already meet regularly with club Disability Access Officers and with Level Playing Field, are now bringing together club disabled fan groups to discuss league-wide disability matters and will continue this forum on a regular basis;
6. Note that Manchester United FC have undertaken extensive and comprehensive improvements in their provision of services to their disabled fans and, after discussions with the EHRC, their Safety Advisory Group and others, are phasing in the release of the new wheelchair bays to reduce disruption to other fans and to ensure that ancillary services and the match-day stewarding arrangements are adequate to deal with the impact of the changes, and accordingly request a report in August 2018 on progress in dealing with the phasing;

7. Note that four clubs, despite making adjustments that they believe to be reasonable, are still significantly short of ASG targets for wheelchair bays and request further consideration by each club as follows:
- (i) **Watford FC:** In light of the club's actions to date, the Board request that they continue to take active steps to identify further demand for disabled facilities, maintain the dialogue with their disabled fans and with Watford Enables, the independent fan group, and provide a progress report to the Premier League in August 2018.
 - (ii) **Crystal Palace FC:** Noting the substantial progress already made and the plans in place to continue to make improvements, the Board request a progress report to the Premier League in August 2018, including reference to their continuing dialogue with their disabled fans.
 - (iii) **Chelsea FC:** That the club review their existing stadium to identify opportunities to make further improvements in their provision for disabled supporters, and bring forward implementation plans for reasonable adjustments that demonstrate that they continue to make meaningful progress towards ASG standards. The Board also requests that the plan include a timetable for implementation and report on progress in August 2018.
 - (iv) **Everton FC:** Noting the thorough review undertaken by the club and the subsequent substantial programme of work to improve access standards now underway, the Board request a progress report to the Premier League in August 2018 and ask that the established consultation arrangements with disabled fans be maintained at their present high standard.

Outside the Stadium

A.Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017

N/A

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access / approaches to the stadium.

Please see the following extract from our Access Statement:

How to get to Emirates Stadium - Public Transport / Parking

Underground

Unfortunately, none of the underground or mainline railway stations around Emirates Stadium are wheelchair accessible. However, some ambulant disabled supporters/visitors might be able to use them.

- Arsenal (Piccadilly line) is the nearest tube station and is around a three-minute walk from the stadium
- Holloway Road (Piccadilly line) is around five minutes' walk from the stadium. Please note that Holloway Road is exit only before and after matches
- Drayton Park (Great Northern Rail). Closed on match days
- Finsbury Park (Victoria, Piccadilly lines and Great Northern Rail) is around a 10-minute walk from the stadium. - Finsbury Park will have step free access from 2018 when two new lifts will be installed serving the north and southbound platforms
- Highbury & Islington (Victoria line, London Overground and Great Northern Rail) is around a 10- 15 minute walk from the stadium. Please note there is lift access to from street level to both platforms used for London Overground services
- Kings Cross is the nearest main line station and is wheelchair accessible. It is around 20 minutes away by car or taxi or for ambulant disabled supporters and visitors via the Piccadilly line (to Arsenal) or the Victoria line (to Highbury & Islington)

Buses

All Transport for London (TFL) main bus routes are wheelchair accessible and also have clearly marked priority seats for anyone who needs them. On most buses, the wheelchair ramp is positioned at the exit door and there is one wheelchair user place on each bus. Please be aware that buses can get very congested on match days.

The main bus stops close to Emirates Stadium are located on Holloway Road, Nags Head, Seven Sisters Road, Blackstock Road and Highbury Corner. A number of bus routes pass close to the stadium including the 271 which goes from Highgate Village to Liverpool Street Station, and the 43 which goes from Friern Barnet to London Bridge Station and also the 19 which goes from Finsbury Park to Battersea Bridge.

Taxis

All London Style 'Black Cabs' are wheelchair accessible and can provide a suitable alternative to the bus or car. Black cabs can be hailed (stopped) in the street however you may prefer to book a cab to travel to or from Emirates Stadium.

Drop-off and Pick-up Points

Suggested drop-off and pick-up points outside Emirates Stadium are outside The Armoury Store (on Hornsey Road) within 50m of the Media Entrance, which disabled supporters can use on

	<p>request, giving level access into the stadium; alternatively, on Drayton Park by the Danny Fiszman Bridge, which gives step-free access to the south-east side of the Stadium.</p> <p>Full information on bus taxi and tube travel for disabled people can be found at:</p> <p>www.tfl.gov.uk/transport-accessibility</p> <p>Parking Supporters are strongly advised not to drive to Emirates Stadium, as the ground is situated in a mainly residential area with extensive match and event day parking restrictions. Blue Badge holders can park in the surrounding roads in vacant residents parking bays. However, you should check to ensure the bay is not suspended due to event day parking restrictions around the stadium. Please ensure that your Blue Badge and clock are clearly displayed.</p> <p>Approaching Emirates Stadium as a Pedestrian Emirates Stadium is built on a podium above the surrounding street level.</p> <ul style="list-style-type: none"> • From the south (Holloway Road and Hornsey Road) access from street level is via either a flight of steps or a ramp. There is a ramp up to podium level on Hornsey Road, at the south-west corner of the stadium. There is also a ramp up to podium level on Benwell Road, next to the Arsenal Community Hub. There are also two flights of 40 steps, with handrails, up to the podium which are located either side of The Armoury Store and the Match Day Box Office • From the east on Drayton Park, opposite the Drayton Arms pub, pedestrians can access the stadium by the Danny Fiszmann Bridge which is step free. • From the north-east, again on Drayton Park, near to the Arsenal underground station pedestrian access is by the Ken Friar Bridge. This bridge has stepped access (50+ steps) up from Drayton Park and then ramped access on the stadium side.
3	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p> <p>N/A</p>
4	<p>Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?</p> <p>No</p>
B.Car Parking	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017</p> <p>N/A</p>
2	<p>How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed matchday parking will these spaces represent?</p> <p>The club currently provides 102 Blue Badge bays in the stadium car park on matchdays - this is 20% of the total available matchday parking bays.</p> <p>Six of the Blue Badge Bays are for away supporters. All Blue Badge bays are marked out according to the required standards. This service is provided free of charge.</p>
3	<p>How many of the matchday disabled parking bays available by August 2017 will meet with ASG recommendations?</p> <p>102</p>
4	<p>Of all matchday disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?</p> <p>The maximum distance between a Blue Badge bay and a lift to the seating areas is 68 metres.</p>

5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	4% of the disabled bays in the car park are located 68 metres from the lift.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	N/A
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	No, however, the club recommends that supporters use the following drop-off and pick-up points outside the boundary of Emirates Stadium: <ul style="list-style-type: none"> • By the Armoury Store (on Hornsey Road) which provides level access to the stadium from within 50m of the Media Entrance. Disabled supporters can use on request. • Drayton Park (by the Danny Fiszman Bridge) gives step-free access to the south-east side of the stadium. • Supporters are advised that due to matchday road closures they may have to wait for up to one hour after a game before being collected from either pick up point.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	No
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	No
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	Yes
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes
5	Will tactile paving be in place at drop-off and pick-up zones?
	Our recommended drop-off and pick-up points are outside the boundary of the stadium, on roads controlled by the London Borough of Islington. It would therefore be for the local authority to decide whether or not tactile paving was appropriate at both drop-off points. The club will address this matter further through the Safety Advisory Group (SAG).
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No current plans.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	No
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What

	progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	All the signage in and around Emirates Stadium meets the required standards.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	No
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The non-matchday box office has been refurbished and is ready for the start of the 2017/2018 season. It has a low counter for wheelchair users and an induction loop for hearing impaired supporters.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes, however, there is no parking available close to the Match Day Box Office.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	No
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	There are nine passenger lifts which give access from the car park to all levels of Emirates Stadium. These are lower-tier, club level, box level and the upper-tier.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	There are no ramps inside the stadium.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A

6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	No
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	No
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Additional wheelchair platforms have been installed on the lower-tier and club level to increase the total number of wheelchair user and enabler places to 252. The capacity in the away wheelchair user platform will increase to provide 25 wheelchair user and enabler places.
2	What will the total capacity of your stadium be in August 2017?
	59, 866
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	250
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	240
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	258
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	All wheelchair user positions in Emirates Stadium are elevated.
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	None
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Wheelchair user positions are available throughout all levels of Emirates Stadium.
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	25 - all of which will be located in the away section.
1	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide
0	

	detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).																														
	N/A																														
1 1	Please provide the name of your appointed architect (if applicable).																														
	Richard Marsh: RMA Services Ltd																														
1 2	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.																														
	a) 258 b) 0 c) 258																														
1 3	How will wheelchair positions be distributed across the stadium?																														
	<table border="1"> <thead> <tr> <th>Nos. of Wheelchair Places</th> <th>West Stand</th> <th>North Stand</th> <th>East Stand</th> <th>Clock End</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Upper Tier</td> <td></td> <td>24</td> <td></td> <td>24</td> <td></td> </tr> <tr> <td>Lower Tier</td> <td>11</td> <td>71</td> <td>13</td> <td>82</td> <td></td> </tr> <tr> <td>Club Level</td> <td></td> <td>3</td> <td>17</td> <td>13</td> <td></td> </tr> <tr> <td>Total</td> <td>11</td> <td>98</td> <td>30</td> <td>119</td> <td>258</td> </tr> </tbody> </table>	Nos. of Wheelchair Places	West Stand	North Stand	East Stand	Clock End	Total	Upper Tier		24		24		Lower Tier	11	71	13	82		Club Level		3	17	13		Total	11	98	30	119	258
Nos. of Wheelchair Places	West Stand	North Stand	East Stand	Clock End	Total																										
Upper Tier		24		24																											
Lower Tier	11	71	13	82																											
Club Level		3	17	13																											
Total	11	98	30	119	258																										
1 4	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.																														
	No																														
1 5	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?																														
	258																														
1 6	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.																														
	This is something we are currently planning.																														
1 7	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.																														
	N/A																														
1 8	How many seats will be designated for ambulant disabled spectators by August 2017?																														
	254																														
1 9	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?																														
	N/A																														
2 0	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?																														
	No																														
Toilets for Disabled Spectators																															
A Location and Design																															
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.																														
	Five additional wheelchair accessible toilets will be built on the lower-tier.																														
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will																														

	fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	Yes
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (e.g. radar keys/staffed toilets/other)?
	All wheelchair accessible toilets are fitted with RADAR locks. All supervising stewards carry RADAR keys to assist disabled supporters.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes - 41
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	Yes. We have one Changing Places toilet, which was introduced in March 2014. It is available to all disabled supporters and visitors to Emirates Stadium.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	All single sex toilet facilities in the stadium include a cubicle suitable for use by an ambulant disabled supporter.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	No
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	The main refreshment and catering areas in Emirates Stadium all have a lower counter for wheelchair users. The bar areas on club level all have a lowered section of the counter for wheelchair users.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	The main refreshment and catering areas in Emirates Stadium have a dedicated serving position for disabled supporters to alleviate queues during particularly busy periods, such as half-time.
4	Will all restaurants and bar areas be accessible to disabled spectators in particular, wheelchair users?
	Yes
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes
6	How many wheelchair positions will be available within hospitality areas by August 2017?

	33 - all on club level. Wheelchair users can also access all 150 executive boxes.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	N/A
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	We currently provide an audio description commentary service for blind and visually impaired supporters at every home game. We also produce an audio version of every home matchday programme. Both are provided free of charge. A member of the Disability Liaison Team and a number of matchday stewards are able to communicate using BSL.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Disabled members of the press can access the club's media lounge and press conference areas; however, we don't currently have any wheelchair positions in the press box. Ambulant disabled members of the press and media can access the press box. The club would consider a managed solution in the event of a request from a member of the media who was unable to use the press box.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	Our Sensory Room was used for the first time on 25 September 2017 at the Arsenal v West Bromwich Albion game. This new facility will enable supporters with autism and their families to watch games in a safe and secure environment, away from the noise of the stadium bowl, and with a clear view of the pitch.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	The club provides a Disabled Supporters Lounge. The lounge is open for both home and away disabled supporters and their enablers before every home game. For weekend games, the lounge opens two hours before kick-off and closes 25 minutes before the match starts. For midweek matches the lounge opens from 6.00pm and closes 25 minutes before the match starts. The lounge has a wheelchair accessible toilet, two large-screen TVs and free tea and coffee is available. We do ask disabled supporters to consider making a small donation to the Arsenal Foundation for the refreshments.
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A

2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Disabled supporters can leave the stadium via the same exit doors as other supporters. The route to the exit doors from either club level or the upper-tier would be via the one of nine stadium lifts. The route from the lower-tier seating areas is via the lower-tier concourse.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	All matchday stewards receive evacuation training.
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	No
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	All new matchday stewards receive disability awareness training as part of their induction and existing stewards receive refresher training on many subjects, including disability. All public-facing staff can attend the H Academy training days, organised by the HR Department. These include sessions on Disability Awareness Training. All staff are also encouraged to complete the Premier League's online Disability Awareness Training programme 'Open for Business'.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	The matchday steward disability training is regularly updated and reviewed.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Our last access audit was carried out in 2010 and our next will be carried out during the 2017/2018 season.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	We consulted with all our disabled members regarding our ASG plans. The consultation was carried out by email.

	Our disabled fan group is ADSA (Arsenal Disabled Supporters Association) which was re-established during the 2016/17 season. The club currently meets with ADSA on an ad-hoc basis, but we are looking to establish a regular timetable for future meetings.
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	Following the consultation, we dropped plans to introduce pitch-side wheelchair positions as there was no appetite for it from our disabled supporters.
3	How are your clubs plans in this area communicated across all interested parties?
	See Question 1.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Our recently updated website has been built to W3C guidelines and meets the A criteria in all areas and the AA criteria where it's attainable. Arsenal Media Group has spoken with the Head of Digital at the Premier League and we will use the Premier League's offer of a free website audit to identify key areas of improvement on the website. We are currently developing an online booking system for disabled supporters. This was trialled towards the end of the 2016/17 season and we hope to introduce it during the 2017/18 season.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	We have season ticket waiting lists for both wheelchair users and for visually impaired and ambulant disabled supporters. There are currently 75 people on the wheelchair users list and 90 on the visually impaired and ambulant list.
6	How do you promote the availability of tickets for people with disabilities?
	We advertise details on the Disabled Supporters Information page at Arsenal.com.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Yes, see link below: www.arsenal.com/sites/default/files/documents/gun_1487945159_Arsenal_FC_Access_Statement.pdf
General Club Comments	
Please express any other comments, observations or issues you would like to raise .	
1.	N/A

Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

In September 2015, the club introduced a discount scheme with local taxi provider, United Taxis who provide a number of accessible vehicles.

The club have also completed works between the car park and stadium. After consultation with our focus group dropped kerbs have been introduced at relevant points for all entrances.

In July 2015, the club introduced a detailed access statement providing information for home and visiting disabled supporters. The club also entered a partnership with Disabled Go in May 2015 to create an Access Guide. This includes detailed information, including measurements, photos and distances, as well as useful general information on access within the stadium.

The Access Statement is updated each season, or when changes have been made. The club have requested planning permission from the local authority to introduce an undercover drop-off and pick up point located at the south end of the main car park.

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access / approaches to the stadium.

The club works closely with several local transport providers, including Yellow Buses, who offer accessible bus transport in and around the Bournemouth and Poole area. Yellow Buses run several regular services and have bus stops located nine minutes' walk from the stadium. The route from the bus stop to the stadium has level access.

The club also works with Disabled Transport Services, who provide accessible travel to each of our away matches. Supporters can also arrange direct travel from their home to the stadium for our Home matches.

As mentioned above, the club has continued the ongoing relationship with United Taxis who offer season ticket holders a 10% discount. This is promoted in our access statement.

Since September 2015 the club have consulted with the disabled supporters focus group and introduced dropped kerbs in-between the stadium car parks and perimeter of the stadium, to ensure level access routes. Once planning has been approved the club plan to introduce an undercover drop-off and pick up point located at the south end of the main car park. This will be in addition to the suggested drop-off point in Thistlebarrow Road. The undercover drop-off point will be available for home and visiting supporters to use on matchday.

The club continues to work with South West Trains, the train provider for the south-west of England. Bournemouth Station is an accessible station with 24-hour staffing, a buggy service and hearing loops. This station is approximately a 10-minute taxi journey from the stadium.

3 What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

As part of the planning process for the new stadium (which the club hope to have ready for the 2020/21 season), the club will consult with the local council's planning authorities, transport consultants, the Safety Advisory Group and supporter focus groups. As part of this process, the club will complete an access plan which will form part of the planning application.

4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	No
B. Car Parking	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	Since September 2015 the club has introduced a management plan for the south car park on matchday. As part of this plan, we hold an additional bay of spaces within the car park for as long as reasonably possible. These are available for all disabled supporters on a match-by-match basis. By holding the front bay, it offers those disabled supporters who haven't pre-booked a parking space the opportunity to park closer to the front of the car park. The club has also formed links with the Sovereign Centre in Boscombe and Harewood College to offer two additional parking venues. The Sovereign Centre is a 17-minute walk from the stadium (0.9 miles) and Harewood College is a 15-minute walk (0.8 miles).
2	How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	The club continues to offer 41 parking spaces for home and visiting disabled supporters, as it has done for many seasons. All our disabled parking spaces are offered to supporters free of charge, and access from both the main and south car parks are step free and up to 100m in distance from the ground. The club has a total of 662 parking spaces, of which 6% are accessible. The club holds some additional spaces for contingencies – when included these total 10% of the overall spaces.
3	How many of the matchday disabled parking bays available by August 2017 will meet with ASG recommendations?
	The 41 parking spaces are compliant with ASG recommendations.
4	Of all matchday disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	The furthest distance is 208m, which is from the furthest parking bay to the East Stand.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	Single space at maximum distance, and the rest get progressively closer to the stadium by 3m per space.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	The club offers off-site parking options at the Sovereign Centre in Boscombe, and at Harewood College. The Sovereign Centre is a 17-minute walk from the stadium, and Harewood College is a 15 minute walk.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	The club plans to provide a designated under cover drop-off and pick-up location for home and visiting supporters. This will be based at the south end of the main car park, once planning permission has been obtained from the local authority. The club will also continue to suggest Thistlebarrow Road as an alternative, however this will not be undercover.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?

	The club will review the number of parking spaces as part of the planning for a new stadium. This will be discussed with local council's planning authorities, transport consultants, the Safety Advisory Group and supporter focus groups.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	The club do not own the car parks at the stadium, and they are owned by Bournemouth Borough Council. The club does however, have the exclusive use of these car parks on a matchday.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As mentioned previously, dropped kerbs were introduced between the main car park and the perimeter of the stadium in September 2015. The club has also introduced improved lighting around the perimeter of the stadium.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	The perimeter area of the stadium is step-free with level access; the outer concourse has a tarmac surface.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	N/A
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes, all access routes will continue to be level access and therefore meet the recommendations.
5	Will tactile paving be in place at drop-off and pick-up zones?
	Not at the current stadium, the club will offer Bournemouth Council the opportunity to use the undercover drop-off for other events, and council park and ride schemes.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The access routes to and from the stadium will be discussed in detail with the Safety Advisory Group, local planning authorities and building control.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	N/A
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	The club is continually looking at ways to improve its signage around the stadium, to ensure messages are clear and easy to follow. Since September 2015 the club have introduced larger and more detailed stadium plans, more wayfinding signage; and have also improved and increased the number of signs for visiting supporters. New signage that was introduced during the summer has both tactile and braille formatting. The club has considered the colour contrast when creating new signage and worked closely with the RNIB to ensure it is as clear as possible.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

	The club are increasing and improving the amount of wayfinding signage at the stadium and will complete this work by August 2017. In addition, the club have consulted with the disabled supporters focus group and the RNIB on signage design. The club will also be introducing several signs that are supplemented with tactile text, as well as braille.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	N/A
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Since September 2015 the club have introduced two low level service counters at the matchday ticket office. These windows also have a portable hearing loop for supporters with hearing impairments. In addition, the club also has a portable hearing loop in the weekday ticket office. Over the last 6 months all ticketing staff have undertaken the Premier League's online training course, Open for Business, as well as some, undertaking additional disability awareness training. An automatic door into the weekday ticket office and superstore has been installed with touch pads for entrance and exit. The doors into main reception have also been replaced with automatic doors, operated by touch pads or controlled by the receptionist. The club has introduced access control turnstiles during the summer. All four corners of the stadium have accessible entrances, managed by a steward. This will provide an easier access option for disabled supporters, enabling season ticket cards to be scanned on entry.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes, our matchday ticket office will continue to provide two lowered counters. Both ticket offices will also continue to offer hearing loops and both will have good lighting with accessible parking spaces located very close by.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes, this is part of the signage upgrade. The accessible entrances will all be shown on the orientation maps and have new clear signage with details for each entrance including tactile text and braille. These signs have been produced in consultation with the RNIB and the supporter focus group.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	The club will continue to consult with supporters. Entrances, doors and ticketing outlets will all be considered within the design of the new stadium.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	N/A
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The club has lift access in the Main and East Stands. The lift in the East Stand provides access to the accessible viewing platform. The lift in the Main Stand provides access to all hospitality suites and boxes, and the new elevated positions outside of the restaurant. The club are changing the interior of the lift in the Main Stand to ensure letters are tactile and have braille.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	There is currently not a need for this within the stadium.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	New signage in and around the lift in the Main Stand will be in place for August 2017.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	N/A
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The club are changing the accessible entrances for the 2017/18 season, following the introduction of Access Control. All supporters will need to have their season ticket scanned and four designated entrances in each corner will be added for this purpose by August 2017. These entrances will be clearly signed for supporters.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Accessible signage will be in place at the designated entrances, and Access Control will be introduced for all supporters.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	N/A
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Since September 2015, the club have actively promoted the current elevated platform within the East Stand. This has led to the platform being full for most matches. The club also has confirmed

	<p>plans to implement a further 30 additional elevated positions and 30 PA seats in the stadium, bringing the total number of elevated positions to 40. In order to provide these additional elevated positions, the club has moved hospitality guests from a private seating area to the Main Stand, moved players guests into the stand behind the goal, and re-allocated seats to a number of season ticket holders who have also been moved during this process. The breakdown of the elevated positions within the stadium is now: Main Stand 23, East Stand 13 and Visiting Supporters area 4.</p>
2	<p>What will the total capacity of your stadium be in August 2017?</p> <p>The capacity will be 11,360.</p>
3	<p>According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?</p> <p>107 wheelchair positions.</p>
4	<p>How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?</p> <p>The club currently provides 195 wheelchair positions in the stadium. Based on a capacity of 11,464 the Vitality stadium exceeds the number of required wheelchair spaces by 88. The club currently provides visiting supporters with 24 wheelchair positions, this equates to 14% which exceeds the required recommendation. The club has 10 elevated positions, and 185 pitch side positions. Of the 195 wheelchair positions, 122 are compliant with ASG recommendations, and therefore the club are exceeding the recommended number. The club are increasing the number of elevated positions by 30 spaces, and these will be ready for August 2017.</p>
5	<p>How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?</p> <p>From August 2017, the club will have 199 home wheelchair positions, and 27 visiting wheelchair positions. 153 of the home positions will be compliant with ASG, and all 27 visiting positions will be compliant with ASG recommendations.</p>
6	<p>Of the total wheelchair positions provided by August 2017, how many will be elevated?</p> <p>From the overall total for home and visiting positions (226) 40 will be elevated. Based on the number of the overall recommendation of positions for a stadium with our capacity (107), it will mean the club have achieved over 50% at an elevated level.</p>
7	<p>Of the total wheelchair positions provided by August 2017, how many will be pitch-side?</p> <p>Of the total home and visiting positions (226) 186 will be pitch-side level. These seats will also provide flexible seating.</p>
8	<p>Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.</p> <p>The club will have wheelchair positions situated in all four stands. There will also be elevated positions in two of the stands.</p>
9	<p>Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?</p> <p>There will be a total of 27 wheelchair spaces for visiting supporters, four of which will be elevated. All 27 spaces will be positioned in the visiting supporters section of the stadium.</p>
10	<p>If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).</p>

	The club will ensure that the recommended number of positions and the appropriate split for pitch side and elevated positions will be met when planning the new stadium. The club hopes the new stadium will be ready for the 2020/21 season.
11	Please provide the name of your appointed architect (if applicable).
	TBC
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a) 226 b) 186 c) 40
13	How will wheelchair positions be distributed across the stadium?
	This will be dependent on the capacity and design layout of the new stadium; however, there will be elevated positions in all four stands.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	N/A
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All 236 wheelchair spaces will have PA seating, and all wheelchair spaces will have their PA adjacent to them – this means a total of 236 will meet the ASG recommendation.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	Yes, the club plan to have flexible seating at all home and visiting pitch-side positions if they are not used by disabled supporters.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	The club does not reserve specific seats for ambulant disabled supporters, however allocate spaces dependant on the individual needs. The ticket office staff will assist with guidance on the best possible seats for the disabled supporters at the point of booking.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	This policy will remain in place for the 2017/18 season.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	The club will continue with the provisions already in place for ambulant disabled supporters.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	N/A
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Since September 2015 all accessible toilets have been painted to provide a colour contrast, and all have an alarm fitted. Prior to August 2017, a review will have been completed for all accessible toilets to ensure that where possible all fixtures and fittings are suitably located. In addition, new signage will be in place for all accessible toilets by August 2017.

2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	<p>All accessible toilets (with the exception of two accessible toilets designated for wheelchair users, using the new elevated platform in the Main Stand) will be within the recommended 40m distance.</p> <p>The remaining two accessible toilets will be within 60m of the elevated positions. The club have consulted with the disabled supporters focus group who approved this distance for users of the platform. Further to consultation with the focus group, the club have also discussed this with the Safety Advisory Group, who have sanctioned the plans. The club also held discussions with our building control officer who has received a copy of the focus group minutes and confirmed the club can proceed.</p>
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	The club currently staff access to the accessible toilets with a matchday steward.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes, all accessible toilets will be unisex- the club provides a total of 14 accessible toilets.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	A Changing Places toilet is located outside the stadium but within the main perimeter.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes, the club currently provides designated toilets for ambulant disabled supporters.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	The design and layout of the accessible toilets within the new stadium will be carefully considered and designed in consultation with supporters.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	N/A
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>Since 2015 we have introduced handheld menus, drinking straws and lower level condiment shelves within the concourse areas. We have a lower level counter at each of the concourse outlets selling food and drinks. Hearing loops have been introduced at each of the low-level counters on the concourse.</p> <p>The club have also introduced the DC Lounge, a room in the East Stand that home and visiting disabled supporters can use pre-match. The DC Lounge offers complimentary hot drinks, SKY/BT TV and is a great chance for supporters to socialise.</p>

	<p>Since 2015 the club has introduced an automatic door into the Superstore and put manifestations on all the doors into the store. There is now also has a hearing loop for supporters with hearing impairments.</p> <p>The press room has an accessible toilet located next to it.</p>
2	<p>By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?</p> <p>Yes, all concourse kiosks serving food and drink have a low lever counter.</p>
3	<p>Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.</p> <p>The club will offer a refreshment order service for all users of the elevated positions. Payment for this can be made via either cash or card, and the order will be taken just before half-time and delivered at half-time.</p>
4	<p>Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?</p> <p>Yes, all restaurants and bars are currently accessible to disabled supporters. Lift access from main reception is available to the first and second floor.</p>
5	<p>Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).</p> <p>There will be new elevated positions located directly outside of the restaurant, and wheelchair spaces are available on the platform in the Main Stand for Director's guests. All positions have lift access to the relevant hospitality suite and access to an accessible toilet.</p>
6	<p>How many wheelchair positions will be available within hospitality areas by August 2017?</p> <p>We will have up to 23 elevated positions for use by disabled supporters on a match-by-match basis, hospitality guests will also be able to use these positions. These spaces are General Admission accessible positions, and spaces are always allocated 3 days before a match. Therefore, hospitality guests requiring use of the accessible platform will be allocated within this timescale.</p>
7	<p>Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.</p> <p>Viewing positions for hospitality guests will be considered and included as part of the planning and design process for the new stadium.</p>
8	<p>What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?</p> <p>All concourses, the superstore, main reception, ticket office and supporter bar have a hearing loop installed. The club provides an online version of the programme which is downloadable on an app. New signage including tactile and braille will be added to accessible toilets and accessible entrances. The club will also continue to offer radio headsets free of charge for use on a match-by-match basis to access live commentary. The club also welcome assistance dogs at matches. A local assistance dog charity visit the stadium to provide guidance on the most suitable positions.</p>
9	<p>Will the club provide accessible positions for disabled members of the press/media? If so, how many?</p> <p>Press areas are not currently fully accessible for wheelchair users. The club plans to make provision for this at the new stadium.</p> <p>The club currently manage any requests from press members to find an appropriate solution.</p>

10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	The club are currently working with a local charity to identify any areas that would be appropriate for a non-pitch facing sensory room. A sensory room will be incorporated into the new stadium design.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Since September 2015 the club have introduced improved lighting in and around the stadium for supporters, particularly useful during the winter months and evening matches. The club also plan to have an undercover drop-off and pick-up point in place by August 2017.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes, disabled supporters access and exit from the same gates at the stadium.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes, this has also been updated to incorporate the new elevated positions.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	The Evacuation plan is put together by the club's General Manager and Safety Officer. It is then ratified by the Safety Advisory Group (SAG), which consists of the police, fire officer, health and safety officer, and building control/regulations. Once ratified by the SAG and the Safety Officer will hold training sessions with relevant personnel to go through the evacuation plan. This season, there will be two training days for staff, covering any changes to the evacuation plan since last season.
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Supporters using the new elevated positions will be sent an information pack when booking, which includes details on emergency evacuations.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?

	<p>All ticketing staff, heads of department, community staff and front of house staff have recently completed the Premier League's Open For Business training. This will be rolled out at the start of the 2017/18 season for any new staff.</p> <p>All stewards have also undertaken additional disability awareness training. In addition, the club have set up a Facebook group for stewards, as a way of communicating with them more easily. The club plans to use it as a way of introducing additional training to stewards. The club will also have several more stewards allocated to assist disabled supporters and users of the elevated platforms. These stewards will all have completed disability awareness training. The club also includes a question and answer session for stewards during the matchday briefing, relating to safeguarding, equality and disability. This continually tests and refreshes the steward's training. The club also have an autism awareness training session schedule for frontline staff to be completed in October.</p>
2	<p>How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?</p> <p>The club runs several training sessions per season with matchday staff, covering safeguarding, equality and disability awareness training. This will continue during the 2017/18 season. Club policies will also be updated on a seasonal basis; they will also be updated as and when changes are required during the season.</p>
Access Audits	
1	<p>Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).</p> <p>An access audit was completed in November 2016. The club also plans to have another audit carried out once the stadium work and the first few home matches of the 2017/18 season have been completed.</p>
Communication and Consultation	
1	<p>Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.</p> <p>The club meet with a disabled focus group 3 – 4 times per season. The focus group is set up and run by the club's Disabled Access Officer, and Cherries Trust. Supporters are notified of the meeting dates and then asked to contact the DAO if they wish to attend. Once an attendee list has been put together, supporters are asked to submit agenda items for the meeting. The club will also include a couple of agenda items for discussion. The club have held these meetings for the past few seasons, and plan to continue them.</p>
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p> <p>The focus group were consulted on the new elevated platforms, and the distance from the platforms to the accessible toilet, as it exceeds 40m. The supporters unanimously confirmed that this wasn't considered to be a problem, and subsequently the club then presented an option to the SAG.</p> <p>The club have also installed dropped kerbs, plus an automatic door into the superstore, both following discussions with the focus group.</p> <p>In addition, the club will continue to consult with the focus group when moving to planning stages for the new stadium.</p>

3	How are your clubs plans in this area communicated across all interested parties?
	The club sent an email to all disabled season ticket holders, and also published an article on the official website, inviting supporters to attend the focus group. The DAO discusses and updates the department heads at a management meeting, held every fortnight. The DAO, General Manager and Chief Executive also held regular meetings to identifying the new elevated positions. The Chief Executive reports to the Board of Directors at Board meetings and updates them on progress.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Yes, the club launched a new website on 15th June 2017. The club held a website focus group to gather supporter feedback, and also worked closely with Dig Inclusion to ensure the site was compliant with accessibility guidelines. Dig Inclusion suggested several changes during the design phase, which Stadion (our designers) followed. The club also has an online booking facility for disabled supporters, which was introduced at the end of the 2016/17 season. There is also a dedicated accessibility page on the ticketing website.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	No, the club do not operate a waiting list for any supporters.
6	How do you promote the availability of tickets for people with disabilities?
	As demand far exceeds our capacity, the club uses a points system that sets criteria for all supporters to purchase match tickets. Information is contained in the on-sale schedule on the website, which is announced at the start of each season. The club does offer the facility for disabled supporters without points to purchase returns and any unallocated disabled seats. This process is managed by the DAO. The club has a number of community tickets and also a number of equality tickets that we allocate to various local groups throughout the season. These include our Ability Counts football team, and our 2016/17 club charity Diverse Abilities. These are promoted and managed by our Community Sports Trust and Equality Partnerships Executive.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Available on the website, and can also be downloaded in PDF form. The club has also worked with Disabled Go for the past three years, and a link to their detailed guided can also be found on the disabled supporters section of the club website.
General Club Comments	
Please express any other comments, observations or issues you would like to raise .	
1	N/A

(P) Brighton & Hove Albion FC

A General Information	
1	What will the capacity be at the start of 2017/18 season? c30750 Saleable capacity c30,600
2	What year was the stadium constructed, (please split by stand as necessary)? 2011: Stadium constructed 2012: East upper constructed 2013: Corners constructed
3	Does the club have an Access Audit and if so, when was this carried out? An audit was carried out in January 2017 by Level Playing Field. A further audit was completed in October 2017 by Wilson Owens Owens.
4	Are there any works currently being undertaken to address accessibility issues at the club? If yes, please describe here. Works undertaken: <ul style="list-style-type: none">• Low level coat hooks are being installed in accessible toilets• Low level shelving to be installed in concourse refreshment areas• Handheld menus in concourses refreshment areas• Designated disability fans forum in August 2017• Wheelchair bays marked out within the stadium, making it clearer for supporters• Disability awareness training to be carried out by all core staff during the 2017/18 season• Toilet walls painted with a contrasting colour• Ponchos to be available for wheelchair users in inclement weather• Wristbands will be available for people with hidden disabilities• Disability survey to be carried out annually
5	Are there any works planned to address accessibility issues? If yes, please describe here. Works planned: <ul style="list-style-type: none">• Sensory room trial• Drop counter to be installed in club shop• Grab rails to be installed in ambulant disabled toilets
B Outside the Stadium	
1	Please describe your public transport access plan including details of main public transport hubs serving the new stadia. Please see all relevant information regarding transport access plan at: https://www.brightonandhovealbion.com/siteassets/pdfs/travel-guide-201718-full-jun17-changed.pdf
2	Are each of the main public transport hubs serving the stadium fully accessible? Yes

3	Are there designated coach/car drop-off points within 50m of a designated disabled entrance/s?
	Owing to limited options, the most appropriate location is the designated drop-off at Car Park 5, by the sports hall on the University of Sussex campus. Note that this location is more than 50m from the stadium's designated entrances.
4	How many parking bays specifically designated for disabled people (with relevant markings are per BS 8300) will be available in total at the start of 2017/18 season?
	107
5	Are car parking areas for disabled supporters supervised by stewards on match days?
	Yes
6	Of the designated disabled parking spaces available, what will be the furthest distance a disabled supporter would have to travel between space and a designated entrance (approximates)?
	850m (Car Park B)
7	Are all approaches from parking bays and drop off points level?
	Yes
8	For spectators with visual impairments, is appropriate tactile paving provided at designated drop-off points and relevant highway crossings?
	To be checked in upcoming Wilson Owens Owens accessible stadia audit.
9	Will appropriate signage be in place along access routes – for example, eye-level, non-reflective, high-contrast and braille provision?
	Clear signage throughout access routes.
10	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
C	Entering the Stadium
1	Do all ticket outlets have dropped counters, induction loops, good quality lighting and shelter?
	Yes - induction loops at ticket windows 1, 5 and 10 (spaced to avoid interference).
2	How many designated entrances are there for disabled supporters?
	7
3	Are designated entrances of suitable width and level openings capable of accommodating wheelchair users and their assistant/s?
	Yes
4	Are all designated entrances the same as those used for exiting the stadium? If not, please explain.
	Yes
5	Are all designated entrances stewarded on match-days?
	Yes
6	Are there separate designated entrance/exit for disabled away supporters?
	Yes
7	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
D	Circulation Areas

1	Are all areas of the stadium accessible via well designed general passenger lifts or platforms lifts? Are there any areas of the stadium not accessible by lifts? If so, please explain.
	West upper has no lift access for supporters. All other areas accessible by lift, including West middle seating.
2	Are ramps in place in all locations where there are modest changes in levels (i.e. less than 2m)?
	Yes
3	Where escalators are in place, will there be a proximate suitably designed lift to accommodate wheelchair users and other disabled supporters?
	N/A
4	Are all horizontal circulation areas and concourses sufficiently wide to accommodate wheelchair users alongside other non-disabled supporters?
	Yes
5	What consideration has been given to minimising travel distances of disabled supporters – either to enter or exit the stadium and whilst in the stadium, to access other services (refreshments, toilets and so on)?
	We provide free travel on local trains and buses and also have a park and ride service. All three options are accessible provide a drop-off for supporters in close proximity to the stadium. We also have 107 disabled parking spaces spread across four car parks. We run an accessible shuttle bus from Car Park C, which is located 1500 metres away at Sussex University. All toilets are within 43m of wheelchair spaces and catering kiosks are in close proximity to bays.
6	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
E	Viewing Areas
1	According to the Green Guide Table 4, what will be the recommended minimum number of designated wheelchair positions required?
	181
2	How many wheelchair positions will you provide in total at the start of the 2017/18 season?
	185 in general admission areas, 36 hospitality spaces (including additional spaces in each corporate box, 2 for the press area, 1 for the director's box and 2 in a new south lounge).
3	Are designated wheelchair positions available in all stands?
	Yes
4	How many wheelchair positions will be pitch-side and how many will be elevated?
	129 elevated and 56 pitch-side.
5	How many wheelchair positions will be available for visiting supporters and will these be located proximate to other non-disabled visiting fans?

	Maximum of 24 in the visiting section (assuming a 3,000 allocation is taken, which can be dependent on the position and size of the segregation line).
6	Are all wheelchair positions be offered with a companion seat?
	Yes
7	Do all wheelchair positions provide uninterrupted views of the game ie have un-obstructed sightlines?
	Yes
8.	How many seating positions are there for use by ambulant disabled supporters?
	727 - of which 368 are taken by season ticket holders.
9	Are all wheelchair positions within 40m of a disabled toilet?
	The furthest distance between a wheelchair bay and an accessible toilet is 42.5 metres.
10	Will you be providing flexible viewing areas – ie those that can be adjusted to provide wheelchair positions or general access seating? If so, please state what the capacity of these areas will be (wheelchair positions or GA seating).
	Yes, we can adjust our wheelchair positions to have additional ambulant seating. In the Championship, the average usage of wheelchair bays was 93 per game. For sold-out matches, we would convert around 80 spaces to seating.
11	Do you provide any fully enclosed viewing areas for disabled supporters? If so, please state how many.
	No - we are looking to trial a sensory room in the 2017/18 season. We still have some challenges to overcome before confirming a launch date.
12	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	We will trial new wristbands during the 2017/18 season for hidden disabilities.
F	Toilets for disabled spectators
1	Do all wheelchair positions have access to suitably designed disabled toilets?
	Yes
2	Will you be providing a changing places toilet? If so, how many will be provided in total?
	Yes - one Changing Places toilet located in East Stand E2A.
3	Do your disabled toilets have radar keys and are they stewarded on match-days?
	Yes – RADAR keys are available from stewards, or from the Disability Liaison Officer who is based in the ticket office.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
G	Refreshment Facilities for Disabled Spectators
1	Do all disabled viewing areas have access to refreshment facilities?
	Yes
2	Do refreshment facilities have lowered counters and sufficiently wide access and circulation to allow full use by disabled supporters?
	Yes – informed that drop counters are currently not in place, but the counters are adaptable. We await results of October’s access audit to confirm this.

3	Will you be providing a refreshment order service for wheelchair users unable to access concourse refreshments during half-time? If so, please explain how this will operate.
	Not at present, but discussions are ongoing with our catering supplier, Sodexo.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Handheld menus in concourse areas and the availability of drinking straws.
H	Retail Outlets and other Commercial Areas
1	Do all retail areas (club shops) have accessible doorways, appropriate circulation space including lifts where relevant, lowered counters and accessible changing facilities?
	Yes – but no lowered counter in the club shop but plans are in place to install
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
I	Press & Media
1	Please describe provision that will be made for disabled members of the press/media.
	Two positions in the West Lower Stand for media staff who use wheelchairs.
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
J	Leaving the Stadium
1	Are designated entrances and entrance routes the same routes and exits used when leaving the stadium? If not, please explain why.
	Yes
2	Does the club's evacuation plan make full provision for the evacuation of disabled supporters through horizontal and vertical routes (including lifts and stairs)?
	Yes
3	Are all refuge areas capable of accommodating disabled supporters, including those in wheelchairs?
	Yes
4	Can the club confirm that its evacuation procedures will fully involve detailed plans for the evacuation of disabled supporters?
	Yes
5	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
H	Other information
1	Please feel free to raise any other aspects of provision for disabled supporters not already covered.
	N/A

Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

We are finalising discussions with assist-Mi who operate an app that informs venues of a disabled visitor who intends visit and provides details of their personal requirements.

We are in the process of creating more formal arrangements for onward transport options for wheelchair using visitors from Burnley rail stations and Burnley Bus Station. The Turf Moor site is generally level, with no severe gradients or slopes within close proximity of the stadium.

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.

By Car

Accessible car parking is available within 50m of our disabled spectator entrances in the south-west, south-east and north-east corners of Turf Moor. There is a total of 22 disabled parking spaces, plus 10 - 15 Blue Badge spaces on Brunshaw Road. There is roadside parking in the south-east corner. There are several car parks near to Turf Moor that we recommend.

More information on these can be found on the Directions page of:

<https://www.burnleyfootballclub.com/club/stadium-access-information/>

Access information can be found at the following link:

<https://www.burnleyfootballclub.com/siteassets/documents/fan-information/disabled-access-document.pdf>

By Train

The nearest station is Burnley Manchester Road, providing links to Manchester, Leeds and Preston on the main East and West Coast lines. It is approximately a 15-minute walk from Turf Moor. From the station, exit the station and walk down Centenary Way, from where Turf Moor is clearly visible. When you reach the roundabout at the end of the road, turn right onto Yorkshire Street, which becomes Harry Potts Way. The ground is on your left-hand side. The route is relatively steep between the station and the Tesco Extra (500m). The rest of the route is flat (about 800m). Burnley Central train station is approximately a 20-minute walk. From the station follow signs for the town centre and then head left towards the 'Gala' Bingo Hall. From here, walk down Yorkshire Street and use instructions from above. The route is relatively flat for the first 300m. The next 100m is a relatively steep slope. The remaining 900m is flat.

By Bus

The Bus Station is situated relatively close to the ground, approximately a 5-minute walk, just off Centenary Way. Leave the station and head towards the Gala Bingo Hall opposite. There is both level and underpass access across Centenary Way and then head under the aqueduct onto Yorkshire Street and follow the instructions as above. The route is level and it is about 700m from the Bus Station to Turf Moor.

By Coach

Visiting supporters drop-off and pick-up immediately outside the entrance / exit on Harry Potts Way. The location for home supporters is at Belvedere Road, adjacent to Ormrod Yard.

3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We are in discussions with Burnley Borough Council regarding the installation of pick-up and drop-off locations that include dropped kerbs, tactile surfaces and appropriate signage.
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	We are in discussions with Assist Mi who provide venues with specific requirements of disabled visitors. When we are contacted by a disabled visiting supporter, we will endeavour to work with them to ensure their specific needs and requirements are met, prior to their visit.
B. Car Parking	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	We are amending four of our car parking positions to allow for the use of hoists. This will involve increasing of the bay size and, in some cases, the location.
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	<p>There are:</p> <ul style="list-style-type: none"> • Harry Potts Way/Cricket Field: 7 spaces, serving south-west corner and the Ladbrokes Stand • Brunshaw Road: 10 - 15 spaces, serving the Bob Lord Stand • North Car Park: 15 spaces – serving James Hargreaves and Jimmy McIlroy Stands <p>There are a minimum of 32 spaces and a maximum of 37, which represents 8% of the total available. This is dependant upon occupancy at Brunshaw Road.</p>
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?
	22 spaces, of which four will meet the latest British Standards by August 2017. There are plans to provide rear hoist markings to the other 18 bays for the beginning of 2018/19 season.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	100m - dedicated single file street parking on Brunshaw Road.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	Blue Badge parking on Brunshaw Road, where parking is not marked. The Harry Potts Way and North Car Parks spaces are well within 100m, and some are immediately adjacent to entrances.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	Brunshaw Road is off-site, but it is immediately adjacent to the stadium. We currently have no requests for further spaces, however, we are investigating additional off-site parking options.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	We have a visitor's drop-off for disabled supporters immediately outside the relevant entrance. Home supporter's pick-up and drop-off at Belvedere Road.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?

	<p>We anticipate additional disabled parking spaces will be required for the 2018-19 season and are investigating further off-site spaces.</p> <p>We have between 32 - 37 disabled parking spaces, dependent on access needs. This is in excess of what we understand to be the minimum figure of 6%. We have a total of 468 spaces on-site, but approximately 100 of these are utilised by the Outside Broadcast compound on matchdays. In addition, we have parking in close vicinity at the Brunshaw Road site.</p>
9	<p>Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?</p> <p>Our available accessible parking provision is more than 6% of total available car parking.</p>
C. Access Routes	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.</p> <p>We have no plans, or need, for further access routes at this time.</p>
2	<p>By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?</p> <p>All entrance routes are level.</p>
3	<p>Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?</p> <p>Ramped access to the elevated position in the Ladbrokes Stand.</p>
4	<p>Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?</p> <p>Yes</p>
5	<p>Will tactile paving be in place at drop-off and pick-up zones?</p> <p>Not by August 2017, as the drop-off locations are public highways. We are in discussions with the Local Authority.</p>
6	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p> <p>A new access route will be created in the north-west corner for the platform planned in the James Hargreaves Stand.</p>
7	<p>Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?</p> <p>N/A</p>
D. Providing Information	
1	<p>Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?</p> <p>No progress since 2015, but see Question 2 below.</p>
2	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p> <p>A full and comprehensive signage review is planned for season 2017-18. This will include the stadium and access routes. We are in discussions with the Local Authority and this will also form part of the recently commissioned Access Audit.</p>
3	<p>Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?</p> <p>Both Burnley FC and Burnley Borough Council have commissioned masterplans that will be linked and the first draft should be completed by January 2018. We anticipate that this will include appropriate co-ordinated signage.</p>

Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	We completed the construction of a new fully accessible shop and ticket office in the summer of 2016. We have investigated commissioning a new mobile Changing Places toilet, but it is not possible by August 2017. We are now in discussions to hire a unit for matches in the 2017/18 season, while we build a Changing Places toilet as part of our construction works at Turf Moor.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes - our new ticket office was completed in the summer of 2016.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	All entrances are clearly marked.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Generally, yes, but with localised adjustments/arrangements such as temporary ramps.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	New entrances will be created in the south-east and north-west corner, as part of new viewing positions that are being designed.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	N/A
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes - these are currently being designed in the north-west, north-east, and south-east corners and we are considering locations in the James Hargreaves and Jimmy McIlroy stands.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes - for new stairways. Older staircases meet relevant building regulations from that time.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes - where required.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	New towers are being designed in the north-west, north-east and south-east corners. Each will contain accessible fire lifts and stairs.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	N/A

B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works need to be completed at this time.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	All these spaces conform to relevant building regulations in place at the time. Further work will be necessary to properly determine compliance in accessible areas.
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	We believe they conform.
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	As part of planned works in the stadium corners.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	Not at this time.
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works completed at this time.
2	What will the total capacity of your stadium be in August 2017?
	Net capacity is 21,944
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	We are aiming to provide 153 positions for the start of 2018/19 season (to be confirmed, as our capacity will reduce)
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	42 positions, of which 32 are compliant.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	42 positions, of which 32 are compliant.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	11
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	31
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	There are positions in all four stands.
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	Up to 11 positions. All are elevated, and positioned in the visiting supporter section of the Ladbrokes Stand.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	We will reach 153 positions by 2018-19 season. There will be new positions in the north-east and south-east corners and new positions in the James Hargreaves and Jimmy McIlroy stands. We

	hope to be able to extend the existing platform in the Ladbrokes Stand. A concept design will be prepared in September 2017. A planning application should follow October - December 2017. Construction is planned to take place January - July 2018.
11	Please provide the name of your appointed architect (if applicable).
	Wilson Owens Owens architects
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a) 153 b) 38 c) 115
13	How will wheelchair positions be distributed across the stadium?
	There will be positions in all stands.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	Sightlines are good.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	Yes - but for 2018/19 season.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	There have been no works, but it is part of our planned works for the coming season.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	We have identified 180 easy access seats and these are sold to individual applicants.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	We have commissioned an Easy Access and Amenity Seating plan, which will be carried out in conjunction with our ticketing department.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	Not at this time
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	There are no new toilets due for completion by August 2017 but we are in the process of hiring or possibly commissioning a new mobile Changing Places toilet.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	We currently have three accessible toilets. There is space to develop another facility in the north-east corner which will be addressed within our planned construction programme to meet ASG by 2018/19.

	<p>We have:</p> <ul style="list-style-type: none"> • 3 hospitality accessible toilets in Bob Lord Stand • 1 hospitality accessible toilet in Jimmy McIlroy Stand, plus 1 in First Aid room • 1 hospitality accessible toilet in James Hargreaves Stand • 1 accessible toilet in Elite Training centre
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (e.g. radar keys/staffed toilets/other)?
	Accessible toilets are stewarded
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	We currently have three accessible toilets and are commissioning a new mobile Changing Places toilet.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	We are commissioning a new mobile Changing Places toilet by August 2017.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	We are providing new handrails in each of the ambulant disabled toilets.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	New toilets and a new Changing Places toilet will be added as part of a wider development by August 2018.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	Not at this time.
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	We have redeveloped the club shop, including accessible entrances, counters, changing room, lift and toilet provision.
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	No plans to complete work by August 2017
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	Yes - pre-match ordering service delivered at half-time. This was developed following supporter consultation.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	All our restaurants and bars (excluding the upper concourses of James Hargreaves and Jimmy McIlroy stands) are accessible.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Currently all our hospitality areas are accessible, but wheelchair users do have to move to wheelchair viewing positions. We intend to improve hospitality positions by August 2018.

6	How many wheelchair positions will be available within hospitality areas by August 2017?
	We do not yet have a specific answer – we are seeking guidance regarding suitable numbers and ratio.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	We aim to provide several additional spaces by the start of 2018/19 season.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	<p>Services include:</p> <ul style="list-style-type: none"> • induction loops at the ticket office • radio commentary with free headsets for home and visiting supporters • buddying scheme to help supporters, specifically with travel to games
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	The press box is located at the rear of the James Hargreaves Stand upper-tier and is inaccessible. We have had no requests to date, but our existing plan is for any disabled journalists to use the James Hargreaves Stand hospitality level, which is located above the media suite, at the west end of the stand.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	We are planning to install a sensory room for the 2018-19 season.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will provide new wheelchair positions, together with refreshment bars, ready for the 2018-19 season. These are part of major accessibility works at Turf Moor planned over the next 12 months.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	We are still assessing how many hospitality positions to create. Our new superstore was completed in the summer of 2016 and is accessible.
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No new works, other than planning, but that will change over the course of the 2017/18 season.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Exist routes are the reverse of the arrival route.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	Matchday stewards have relevant training and we have fire stewards. On non-matchdays, we have stand managers who are responsible for fire procedures. All staff are made aware of fire evacuation procedures as part of their induction.

5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	As above, we are planning extensive accessible improvements to Turf Moor over the course of the coming year. This includes new stairs and accessible fire lifts.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	Not at this time
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	<p>Staff training includes:</p> <ul style="list-style-type: none"> • Disability awareness for staff and stewards • Manual handling • Evac chair handling • Hate Crime • Safeguarding • First Aid
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	It is reviewed on a regular and ongoing basis.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	We have commissioned a new Access Audit in conjunction with Wilson Owens Owens and Access All Areas. We have requested support from the Premier League given we have probably the greatest adjustments to make of any Premier League stadium and we wish to get this right.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	<p>The club initiated meetings with disabled supporters long before we knew we would return to the Premier League.</p> <p>We now have a disabled supporters group, who meet regularly with the club. Every two months, we consult regarding disability provision at the stadium and we are in dialogue with Level Playing Field to gain their knowledge and experience.</p> <p>Our disabled supporters have representatives on our Fans Consultative Group.</p>
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	We hold regular meetings with the Fans Consultative Group and we have also carried out matchday experience reviews. Following feedback, we have improved accessibility for the club and ticketing website. We also share best practice with other Premier League clubs.

3	How are your clubs plans in this area communicated across all interested parties?
	They are communicated through regular meetings, our website, direct emails, our matchday programme, social media and our community programmes. We also use local radio stations and newspapers.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	We believe our Club website is accessible. We are working with our ticketing website provider to ensure full compliance by August 2018.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	Not specifically, but we are able to identify the fixtures where demand exceeds availability. We can do this on a match-by match-basis this season.
6	How do you promote the availability of tickets for people with disabilities?
	As per Question 2 above. Our Community programme is known for its work and support in assisting new and lapsed supporters to visit Turf Moor. There are several current schemes that promote this and are having a significant and positive impact in making the club accessible to all.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	We are developing a new Disabled Access Statement for the 2017-18 season.
General Club Comments	
Please express any other comments, observations or issues you would like to raise .	
1	Please note that we have commenced accessibility plans to enhance Turf Moor for the 2018-19 season. We are working on wider plans for Turf Moor that will meet the latest accessibility requirements. This will be the largest amount of work carried out at Turf Moor in over 20 years.

Outside the Stadium	
A. Transport and Access to the Stadium	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>The area immediately outside of Stamford Bridge is not part of the stadium property. The ground faces onto Fulham Road which is closed an hour and a half before kick out and throughout the game. It reopens an hour after kick off. Fulham Broadway is the only tube line near to the ground which is controlled by TfL. The station has lifts and is accessible for disabled users.</p> <p>Recent work in the immediate area surrounding Stamford Bridge has included:</p> <ul style="list-style-type: none"> • New signage • Non slip surfaces on steps and grilles • Lowered kerb • Bollard identification reflectors • Improved lighting in public areas
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	<p>An Accessibility Guide is provided on the club website:</p> <p>http://www.chelseafc.com/tickets-membership/general-ticket-info/policies.html</p>
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The latest Accessibility Audit in February 2017 did not highlight any significant issues outside the ground requiring specific work.
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	Despite the road closures before and after the game disabled supporter's vehicles can be escorted through the road closures in exceptional circumstances.

B. Car Parking	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	New signage has been provided around the ground highlighting entrances, drop off points and parking spaces. Disabled bay markers have been repainted.
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	Matchday parking is not offered to the general public. We do offer three spaces onsite at Stamford Bridge and an additional three spaces at Fulham Broadway for accessible parking.
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?
	All the disabled parking bays meet current ASG recommendations.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	The maximum distance from onsite parking bays to an entrance is 278 metres. The closest is 95 metres.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	The onsite range is outlined above – off-site parking bays are an additional 200m from the ground.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	As outlined above we utilise three accessible parking spaces at Fulham Broadway. These are approximately 200 metres from the Britannia Gate entrance.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	There is a designated drop off point at Stamford Gate.

8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Tactile paving will be installed by December 2017 and we will continue to review other facilities to seek improvements.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	None.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	We have lowered the kerbs on the access route around the South Stand and Main Reception area and security bollards have had a hi-viz band fitted. All grilles and drains have also been fitted with a non-slip material.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	N/A
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes
5	Will tactile paving be in place at drop-off and pick-up zones?
	We will be installing tactile paving during the current season.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No significant work is planned however we will review our stadium facilities and seek additional opportunities to improve access. Independent Access Audits will take place on an annual basis rather than the recommended three years, which will identify additional opportunities for improvement.

7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	None
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	All Accessible Access information signage has been re-designed and replaced in line with BS standards. All signage has replaced added both inside and outside the stadium highlighting accessible parking, accessible entrances, exits and toilets using recommended fonts.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Information on our Access Guides was updated as part of the Access Audit completed in Feb 2017. Our Annual Access Audit will provide additional opportunities for improvement. The club website is being upgraded and improvements will be made regarding accessibility.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	None

Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	West Stand Spackman and Speedie entrances now have automatic doors. The lift to the Matthew Harding accessible platform has also been refurbished to ensure accessibility for disabled users.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	A dedicated ticket outlet window with a lowered counter has been installed in the South Stand ticket office. An audio induction loop is available and lighting has been improved.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	All entrance signage has been updated. The new signage now refers to facilities as accessible and is presented in a new recommended font.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	All stadium entrance doors have match day stewards operating them. All publically accessible doors are the correct width for wheelchair users.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We have improved the surface for wheelchair users entering the East Stand via the ground floor groundsman's entrance which provides easy access to the East Stand seats.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	No

Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	All accessible access lifts have been refurbished and now clearly signed. Stair markings have been improved.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	All areas used by disabled spectators are accessible by lifts
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Most staircases meet the guidance. The age and layout of the ground means that not all stairs meet the minimum requirements. Where stairs do not meet guidelines, the areas are accessible via lifts.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The annual Access Audit will highlight additional opportunities for improvement. Tactile paving will be introduced around the ground including circulation inside the ground. Staircase nosing will be improved as part of close season improvements and tactile paving introduced at the top of staircases.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	No
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New signage has been added to clearly show accessible entrance/exits, toilets, parking, drop off points and other accessible facilities.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes

4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The Annual Access Audit will highlight additional opportunities.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	No

Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	We have improved companion seating in the away-elevated section and improved sightlines by netting off seating in front of the elevated section.
2	What will the total capacity of your stadium be in August 2017?
	Maximum capacity is 41,631.
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	215 (183 in Home & 32 in Away)
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	We currently have capacity for 129 wheelchair users of which 28 are more than 40 metres from an accessible toilet.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	As per point 4.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	Matthew Harding (North) upper = 3 Shed (South Away) =11 West Stand 21
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	West lower = 71 East Lower = 23
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes Breakdown as follows: West Stand 93 East Stand 22 North Stand 3 South Stand (Shed End) 11
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?

	11 in South Stand (Shed End)
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	Existing stadium has a shortfall of 86 spaces. This is currently under review and we are looking to create additional spaces for the 18-19 season.
11	Please provide the name of your appointed architect (if applicable).
	AFL Architects
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	<p>The Club is looking to improve facilities for its disabled supporters on an ongoing basis and will continue to consider options which allow the Club to increase the number of wheelchair user spaces.</p> <p>For example, the Club is currently exploring the potential for the Club to extend the provision of wheelchair user spaces in the Lower East and West Stands for the 2018/19 season by relocating ambulant disabled and non-disabled season ticket holders elsewhere in the stadium. The number of additional seats that the Club could offer if this proposal is progressed would depend on whether the Club allocates wheelchair user spaces on a 2:1 or 3:1 seat ratio. If this proposal proceeds on a 2:1 seat ratio, in the lower tier of the West Stand the number of wheelchair user spaces would increase from 71 to 97; however, this would mean that 50 of those seats would be located over 40 metres from an accessible toilet. If this proposal proceeds on a 3:1 seat ratio, the number of wheelchair user spaces would drop from 71 to 48, with 24 of those spaces being located over 40 metres from an accessible toilet. If this proposal proceeds in the lower tier of the East Stand on a 2:1 seat ratio, the number of wheelchair user spaces would increase from 23 to 33. However, 18 of these spaces would be located over 40 metres from an accessible toilet (whereas all 23 existing spaces are within 40 metres of an accessible toilet). If this proposal proceeds on a 3:1 seat ratio, the number of wheelchair user spaces in this area of the stadium would drop from 33 to 16 and 8 of those spaces would be over 40 metres from an accessible toilet.</p> <p>This proposal is subject to further analysis and, in the case of the 2:1 seat ratio, is contingent on personal assistants sitting behind wheelchair users in the Lower East and West Stands, which the Club appreciates would not be fully ASG compliant. The Club is keen to ensure that it correctly balances the need to comply with the ASG criteria and providing its supporters with the maximum number of wheelchair spaces possible. The Club's inclination at this stage is that it would serve its disabled supporters best to maximise the amount of wheelchair user spaces (at the 2:1 ratio and even if this would increase the number of seats that are more than 40m from an accessible toilet). However, the Club would welcome the EHRC's input in this regard.</p>
13	How will wheelchair positions be distributed across the stadium?
	Outlined above
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	In the away section we have netted off seats in front of the elevated area to improve sightlines.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?

	All wheelchair positions offer a companion seat
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	Flexible seating is being considered
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	In the away section we have netted off seats in front of the elevated area to improve sightlines.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	250 seats are prioritised for ambulant disabled fans.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	New toilet facilities have been installed in the East Box corridor for ambulant disabled fans with additional facilities under construction in the East Stand. We are also trialling the use of attachable arm rests for ambulant disabled fans.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	None

Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	All disabled toilets have been refurbished (34 in total) and now have contrast colour schemes. We have also provided a mobile changing place facility and an additional changing place facility is under construction which will mean a total of two facilities on site. New toilet facilities have been installed in the East Box corridor for ambulant disabled fans with additional facilities under construction in the East Stand. (the total number of accessible toilets will be 37 by Dec 2017)
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	In the West Lower 24 of the positions are more than 40 metres to the nearest non-ambulant toilet.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	Radar key system is used on all accessible toilets.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	We currently have 14 around the stadium
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	A permanent changing place toilet will be available from September 2017 together with a Mobiloo vehicle on matchdays.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	We have additional facilities in the Matthew Harding (North Stand) installed pre 2015, as well as those highlighted above.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	An increase in the number of <u>accessible</u> toilets is under review in the West Stand lower.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	None

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Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Two lowered drinks shelves have been added in the West Lower concourse areas
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	In addition to the above, portable induction loops are available in kiosks.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	We have an online system to order refreshments via an app before each game.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	All restaurants have access by accessible lift.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Hospitality suites in the West Stand Executive Boxes and Millennium Suites are fully accessible including viewing areas. Other hospitality areas are accessible however don't allow access to viewing areas.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	21
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	None planned at present however we will keep this under review.

8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people or those with mental impairments or health conditions?
	Inductive hearing loops at reception and kiosks. Match Information available in Braille & audio.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	While the media room is accessible, the room has stairs to reach the designated press seats this makes the provision of accessible seating extremely challenging. If requested, a managed solution could be found depending on accessible requirements.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	A sensory room has received planning permission and is currently under construction and due to be completed in November 2017.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	A new venue (1905 Club) based on the ground floor of the Copthorne Hotel opened Sept 2017 and is fully accessible.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None

Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Signage has been installed and digital information screens are provided across the site and has the potential to be used to aid fan's exit.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	This is included as part of our stewards training.
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	The annual access audit will highlight any specific areas to address.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?

Staff Training

1	Please detail your club's staff training programme(s) relating to disabled spectators? All staff receive regular training on disability awareness including sign language courses.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff? Annually – in the event of a change in legislation or best practise materials are changed immediately and the changed communicated to the relevant departments.

Access Audits

1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	BuroHappold have been conducting regular Access Audits since 2014 & the latest revision we have is February 2017

Communication and Consultation	
1	<p>Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.</p> <p>Yes. Three Chelsea Disabled Supporters Association meetings are held each season.</p>
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p> <p>Our Disabled Supporters Association have requested a changing toilet facility and this is being constructed and a mobile facility has also been provided. (Mobiloo)</p>
3	<p>How are your clubs plans in this area communicated across all interested parties?</p> <p>Via the CDSA website and the club updates members at the meetings with any new developments.</p>
4	<p>Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?</p> <p>A new website is under construction and will be fully accessible (AA Standard)</p>
5	<p>Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?</p> <p>No</p>
6	<p>How do you promote the availability of tickets for people with disabilities?</p> <p>Via the club website:</p> <p>http://www.chelseafc.com/tickets-membership/disabled-supporters-tickets.html#disabled</p>
7	<p>Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)</p> <p>http://www.chelseafc.com/tickets-membership/disabled-info/disabled-access-guide.html</p>

General Club Comments

Please express any other comments, observations or issues you would like to raise .

- | | |
|---|--|
| 1 | <p>Chelsea Football Club is fully committed to complying with its obligations owed to disabled supporters under the Equality Act 2010. As previously highlighted, the Club's ability to comply with the requirements and recommendations set out within the Accessible Stadia Guidance is somewhat restricted by the physical limitations of the current stadium and its location. The Club is, however, intent on doing all it can to best serve its disabled supporters in the current stadium.</p> |
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Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

New accessibility signage around the whole stadium. Area outside of accessibility gate on Holmesdale Road has all been resurfaced.

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.

The club has produced a comprehensive publicly available Access Statement covering all of the key areas of information likely to be required by anyone visiting the ground. This covers a range of topic areas in full detail as follows:

1 Purchasing Tickets – details as to how to purchase tickets either on-line or at the stadium. The guidance offered specifically references the club’s DLO so that any supporter with a particular issue or query can contact the club to seek advice as required.

2 Selhurst Park Hospitality – full details of hospitality information available at:
<http://hospitality.cpfc.co.uk/>

3 How to get to Selhurst Park - full details of access options and maps/parking locations. Details cover access by car, taxis, buses and trains with detailed information for each option.

4 During your visit to Selhurst Park – covers all peripheral facilities including the fan-zone, the shop, fan support/disability stewards, refreshments/catering options and programmes.

5 Seating Areas – detailed colour coded maps and descriptions of each accessible seating area across the ground including relevant access points.

6 Accessible Toilets – all relevant details/locations

7 Accessible Facilities – Changing Places facility, sensory room and information for supporters with other impairments and/or guide dogs.

8 Complaints and Club Contacts – full and clear explanation as to how to raise concerns with named staff and contact details

9 Safeguarding and Equality Statement

10 Ground Regulations

3 What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

Future planned stadium development will improve all external areas, these plans are being developed and have not been made public at this point.

4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	<p>The Main Stand was built in 1924 and the stadium has been the home of Crystal Palace Football Club since then, further development was carried out in 1969, Whitehorse Lane and Arthur Wait, and then Holmesdale Road in the early 1990's. The Main Stand is currently the oldest in the Premier League, all of the stands are of different construction and each was built under various different regulations.</p> <p>The Arthur Wait was built for standing and later adapted, this creates a unique problem with a shallow rake and challenging sightlines. The stadium is constructed on a steeply sloping site with a 13m drop from the north east (Park Road/Holmesdale Road) side to the South West (Whitehorse Lane/Main Stand)</p> <p>The stadium is surrounded by roads on three sides, and a supermarket and carpark on the fourth side. The club does not own the carpark and has an arrangement with the supermarket. The stadium is also located in a residential area which presents challenges for planning applications, rights of light and neighboring issues.</p> <p>The pitch itself is only accessed from one small entrance between the stands, which is the shared fire/ambulance and facilities access point, the edge of the pitch is extremely tight with a limited space between the touch line and stands.</p> <p>The main stand is timber and there are restrictive escape routes and calculations because of this and the geography of the stands.</p>
B. Car Parking	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	The car park we utilise on matchdays from Sainsbury's has an increased number of accessibility bays. We are now stewarding the car parks to ensure they are used by disabled fans.
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	16 in Sainsbury's parking area which is made available for use on match day when Sainsbury's is closed, these are marked/signed and policed by CPFC stewards.
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?
	CPFC do not have any on-site parking, however, as outlined in item 2 there are 16 accessible bays located within Sainsbury's car park. Note: Sainsbury's is closed when matches are being played and the carpark made available for supporters.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	The accessible bays within Sainsbury's car park are located close to the entrances 8 and 9 and the closest bays are within a 50m distance. These provide access to the reception and pitch level wheelchair spectator viewing in the Main Stand.

5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	100% within 50m of the entrance.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	There is no off-site parking available, other than in Sainsbury's as indicated in point 2. Entrances 6, 7 and 2 are located on Park Road and Holmesdale Road, which are both closed to traffic on matchdays. The accessible entrances home and away, 5 & 6 are within 120m of the drop off point and entrance 2 is within 60m. As outlined previously, the surrounding topography is such that gentle slopes do not form part of every route. Pre-match drop-off can be arranged, and stewards are on hand to provide assistance.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	There are no designated drop-off and pick-up zones. On match days, Park Road and Holmesdale Road are closed and temporary drop off points are positioned at the junction of Park Road and Holmesdale Road, Whitehorse Lane and Park Road, and adjacent to entrances 8 & 9.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Future planned stadium development will improve all external areas, these plans are being developed and have not been made public at this point.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	This is referenced as question 4 response.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	An area in our traffic management order has been designated as a drop off point for Dial-a-Ride and taxis.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	All new ramps and access points are 1:12 It is not possible to adjust the existing topography; the stadium site is surrounded on three sides by local highways and a Sainsbury's store in an area that has a variety of gradients. Holmesdale Road pavement has an approximate gradient varying from 1:12 – 1:18. The Arthur Wait Stand is located on Park Road, which is a very gentle slope from Whitehorse Lane to both the away and home accessible gates. Whitehorse Lane has a pavement gradient of 1:13 from Park Road and the ramp adjacent to Sainsburys is 1:16 and is over 10m in length. The ramp to access the entrance 5 (home supporters) is 1:15 and over 10 in length, however the pavement from Holmesdale Road is

	<p>steeper than 1:12.</p> <p>It should be noted that there is a 13m level difference between the top and bottom of the stadium access points. We have level access and appropriate compliant ramps have been provided to assist supporters to enter the stadium and entrance gates have been chosen which provide the most suitable access.</p>
3	<p>Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?</p>
	<p>It is not possible to provide ramps in all locations, as the stadium runs alongside the pavement and the topography is such that, in many areas, this exceeds the current ramp gradients. However, the accessible entrances have been placed in the optimum position, for example, providing gradients shallower than of less than 1:30 to the Arthur Wait Stand. All new ramps and access points are 1:12</p>
4	<p>Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?</p>
	<p>Compliant as above. The existing steps to access ambulant seating provide suitable risers and goings and are wider than recommendations in BS8300, due to the number of users. They have handrails on both sides and do not project past the end of the stairs as these would be a safety risk and reduce circulation. Any new stairs will meet the requirements of BS8300.</p>
5	<p>Will tactile paving be in place at drop-off and pick-up zones?</p>
	<p>No - the drop off zones are located on the public highway which is not CPFC land and we do not have permission to do this. We will review a feasible approach with the Local Authority, Highways department and seek their approval to add tactile paving and a drop kerb.</p>
6	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p>
	<p>We have identified a number of options as part of potential future developments/enhancements - these will be progressed in the 2017/18 season and in consultation with the necessary authorities and supporters as appropriate.</p> <p>We will continually review stadium access for disabled fans, aligned to the demand as a result of our efforts to attract more disabled supporters to games.</p> <p>We have shared confidential information with the EHRC & Premier League.</p>
7	<p>Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?</p>
	<p>These have been highlighted previously with regard to the physical nature of the existing stadium topography.</p>
<p>D. Providing Information</p>	
1	<p>Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?</p>

	This is included within our planned accessibility works. The architects have reviewed the signage requirements and included a schedule of planned improvements as part of the these works. We are currently considering the improvement of all wayfinding within the stadium as future works. Signage has been improved in the stadium as noted previously since September 2015.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We anticipate completion before August 2017
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	We have provided additional detailed information to the Premier League and other relevant parties, including EHRC.
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New accessibility ramp installed at the entrance of Glaziers bar plus new accessible toilets in Glaziers bar.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	The shop has a level entrance located just off Whitehorse Lane and provides a lower counter at 760mm off finished floor level. An induction loop is provided.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes, these are included within the accessibility improvement works.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	There are a large number of doors and entrance/exit points in the stadium which are being reviewed as part of the ongoing strategy. The accessible entrance doors to the main reception and the Glaziers Bar meet all relevant standards and furthermore are always stewarded during matches.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We will be changing all of the entrance turnstiles and incorporating specific disabled access gates within these. Planned 2018 and beyond as part of the future developments.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	The natural geography of the existing site makes this difficult, with a 13m difference in level from one side of the stadium to the other.

Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> - Construction of a new ramped access to new wheelchair viewing platform to Main Stand - Improvements to existing ramp to Arthur Wait Stand, including additional hand railing and guarding - Improvement of existing access ramp to Holmesdale Road Stand - New accessible ramp and main entrance, wider access turnstiles at the main entrance - The Fanzone has accessible access ramps and lower counter service points.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	No. The existing stadium structure and level differences, coupled with meeting fire regulations restrict the use of passenger lifts. Wherever possible we have utilised ramps and level access as part of the accessibility improvement works.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	There are a large number of stairs within the stadium that have been built throughout the development (since 1924). The stairs provide adequate risers and goings and tonal contrast is being improved in the stands for the start of the season. However, as noted above, some do not have the correct handrails. As part of the strategy and full stadium audit, all stairs will be assessed against usage, technical compliance and practicability. The works will deliver improvements to the stairs and we have completed the stair painting throughout the stadium to make them compliant.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	The executive box access ramp is being improved with improved level thresholds at the entrance doors. Non-compliant ramps are to be removed from the Holmesdale Road End. New access ramps and easy steps to the main entrance will provide inclusive access to the reception and ground floor of the Main Stand. Access to the pitch-side wheelchair viewing area in the Main Stand requires a new access ramp. Improvements to existing ramps are also being made to improve horizontal circulation. The Arthur Wait away section ramp will have an additional handrail to guide spectators around service boxing and a tapping-rail at the base. The Whitehorse Lane executive box access ramp is being improved with level thresholds at the entrance doors. Non-complaint ramps are to be removed from the Holmesdale Road stand to make circulation easier.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be assessing the demand for wheelchair spaces and making phased improvements to accommodate more wheelchair users as appropriate. We are also working with the Foundation and contacting local disabled groups to encourage new disabled fans to attend games.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you

	would like to raise?
	The current access to the executive boxes for wheelchair users is via an existing ramp. This does not fully meet current regulations; the gradients are adequate. However, the length is slightly longer than recommended. The ongoing strategy is considering the approach to the executive boxes and a lift will be the preferred solution. The ramp has been retained as this is suitable means of escape, not reliant on an evacuation lift.
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> - Corridor doors will be widened in Whitehorse Lane Stand - Existing door threshold will be replaced with compliant thresholds to exit doors in Whitehorse Lane Stand - General review of all entrances and exits - New ramped access at 1;12 - Ramps which were not to the correct gradient have been removed where possible
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes, all new and improved works will. Some of the existing stadium areas and topography cannot physically be changed.
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes, all new and improved works will. Some of the existing stadium areas and topography cannot physically be changed.
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We have identified a number of options as part of potential future developments/enhancements - these will be progressed as necessary in the 2017/18 season and in consultation with the necessary authorities and supporters as appropriate. We will continually review the disabled improvements that we have made to the stadium, aligned to the demand as a result of our efforts to attract more disabled supporters to games. We have shared additional confidential information with the EHRC and Premier League.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	Yes, we have commissioned KSS architects to review and carryout feasibility studies for the existing stadium, the result of these studies has been the phased accessibility works we have implemented this summer. These reports highlight that the topography of the existing stadium and the design dating back to 1924 make it difficult to meet the criteria for a new stadium.
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Works completed since September 2015: Extra wheelchair bays installed in the home and away areas of the Arthur Wait Stand.

	<p>Works to be completed before August 2017 include construction of:</p> <ul style="list-style-type: none"> - 13 wheelchair positions located at pitch level in the main stand - improved viewing platforms Holmesdale Rd. Stand (26 as existing) - 58 wheelchair positions located in the Arthur Wait Stand
2	<p>What will the total capacity of your stadium be in August 2017?</p> <p>Between 25,978 and 26,000</p>
3	<p>According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?</p> <p>We have been advised that under the Green Guide and ASG our current proposal is compliant. (128)</p> <p>It is our belief and understanding that provided our planned accessibility improvements (in accordance with the KSS Proposal) are properly implemented and regularly reviewed, they are fully compliant with equalities legislation. In particular, the provision of 128 wheelchair accessible spaces complies with the duty to make reasonable adjustments and should also prevent any disability discrimination under s.15 EA from arising as a result of the infrastructure of the Stadium.</p> <p>In addition, we also believe that the KSS Proposal complies with the ASG. Not only does the ASG promote an individualised approach depending on the circumstances of a particular stadium, it is also clear that existing stadia may be treated differently from new stadia. For existing stadia, there is considerable flexibility on the number of wheelchair accessible spaces to be provided.</p> <p>The Club has received support from its DSA for the proposal. The difficulties involved in adding further seating which would not be used, and the scope for increasing the number of wheelchair accessible spaces above 128 in future if required we believe indicate that the KSS Proposal is compatible with the ASG and is in the best interests of the Club and all fans.</p>
4	<p>How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?</p> <p>57 existing bays – we have been advised that under the Green Guide our current proposal is compliant. (See response question 3)</p>
5	<p>How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?</p> <p>128 wheelchair positions - we have been advised that under the Green Guide our current proposal is compliant. (See response question 3)</p>
6	<p>Of the total wheelchair positions provided by August 2017, how many will be elevated?</p> <p>110</p>
7	<p>Of the total wheelchair positions provided by August 2017, how many will be pitch-side?</p> <p>13 new wheelchair positions pitch side</p>
8	<p>Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.</p> <p>Wheelchair positions will be available on all four stands.</p>

9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	29 wheelchair positions will be designated for the visiting supporters and will be located in the Arthur Wait Stand. (Dependent on the total fan allocation required by the visiting club and the position of the security barrier between home and away fans)
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	We have identified a number of options as part of potential future developments/enhancements - these will be progressed as necessary in the 2017/18 season and in consultation with the necessary authorities and supporters as appropriate. We have shared additional confidential information with the EHRC and the Premier League.
11	Please provide the name of your appointed architect (if applicable).
	KSS carried out all feasibility and concept works. The delivery architects are Saville Jones Architects
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a)128 b)13 c)115
13	How will wheelchair positions be distributed across the stadium?
	Main Stand 13 spaces Whitehorse Lane executive boxes 6 spaces Arthur Wait Stand 83 Holmesdale Road Stand 26 spaces
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	10 existing wheelchairs in the Holmesdale Road Stand have restricted views (they are sold as such). We have raised this section to improve the view and have installed a TV.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	128 wheelchair positions will offer a companion seat, of which 52 will meet ASG recommendations. If companion seats next to the wheelchair bays are installed this will make an unreasonable reduction in the number of wheelchair bays. We have considered and consulted with supporters and our consultant team and opted to leave the maximum number of wheelchair positions with companion seats behind and amend if required in the future – particularly as there is not a current demand for wheelchair bays. All new wheelchair positions do provide companion seats adjacent to the wheelchair user, so there is a choice.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to

	accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	We have considered this however it is difficult to implement, at present the new wheelchair positions which have been installed will remain as wheelchair positions. We currently have 47 wheelchair user supporters with 128 wheelchair bays – this will leave 81 empty.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	Location of seats has been moved to provide better accessibility, however, it hasn't enhanced sight lines.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	289 easy access seats 10 amenity seats
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	We have identified a number of options as part of potential future developments/enhancements - these will be progressed as necessary in the 2017/18 season and in consultation with the necessary authorities and supporters as appropriate. We have shared additional confidential information with the EHRC and the Premier League.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	Camera gantry obscuring views to high level seating in Arthur Wait Stand Difficult existing stadia structure and levels. Shallow rake of existing old terraced stands.

Toilets for Disabled Spectators

A Location and Design

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>Works completed since September 2015:</p> <p>New accessible toilet in Glaziers bar and accessible toilets in home end of Arthur Wait Stand.</p> <p>Works to be completed before August 2017:</p> <ul style="list-style-type: none"> - 4 improved wheelchair accessible toilets to Arthur Wait Stand; - 1 new wheelchair accessible toilets to Arthur Wait Stand; - 2 improved wheelchair accessible toilets to Holmesdale Road Stand; - 1 new wheelchair accessible toilet to Main Stand; - 1 improved wheelchair accessible toilet to Whitehorse Lane Stand; - 11 ambulant accessible toilet distributed across all 4 stands
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be

	affected. What arrangements do you have in place to resolve any consequent problems?
	All new and existing disabled toilets will be within 40m from the wheelchair positions.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	RADAR Key to all existing and new disabled toilets and staffed by stewards.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	9 unisex wheelchair accessible toilets will be provided
5	Will all disabled toilets meet with recommendations within the ASG?
	All of the accessible toilets meet the size, location and equipment requirements within the ASG. Two of them exceed the size notably – the new toilet to the Main Stand and the Arthur Wait Stand.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	A new full sized accessible changing places toilet will be provided as part of the works before August 2017. A second smaller accessible changing place has also been provided in the main stand/Whitehorse Lane stand at the new wheelchair area.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Toilet cubicles for ambulant disabled fans will be provided to all stands.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We have identified a number of options as part of potential future developments/enhancements - these will be progressed as necessary in the 2017/18 season and in consultation with the necessary authorities and supporters as appropriate. We have shared additional confidential information with the EHRC and the Premier League. We will continually review the improvements that we have made to the stadium, aligned to the demand as a result of our efforts to attract more disabled supporters to games.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	Within the Glaziers bar there are child height toilets, an accessible toilet and a larger unisex ambulant toilet. We have commissioned KSS architects to review and carryout feasibility studies for the existing stadium, the result of these studies is the phased accessibility works we have implemented this summer. These reports highlight that the topography of the existing stadium and the design dating back to 1924 make it difficult to meet the criteria for a new stadium.
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are

	due for completion before August 2017.
	<p>Works completed since September 2015:</p> <p>Wheelchair access into Legends Lounge in Whitehorse Lane end.</p> <p>Works to be completed before August 2017:</p> <ul style="list-style-type: none"> - Additional seating to include 4 amenity seats to Arthur Wait Stand and 6 amenity seats to Holmesdale Road Stand - Lower counters proximate to wheelchair positions will be provided to 3 existing refreshment facilities to Arthur Wait Stand. - A new TV/media gantry will be provided to the Main Stand - A Sensory Room will be provided to Holmesdale Road Stand - A second Sensory Room will be available in the TV Studio when it is not being used for broadcast purposes
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Lower counters proximate to wheelchair positions will be provided to 3 existing refreshment facilities in the Arthur Wait Stand. There are no lower counters in Holmesdale Road End.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	Yes, this is a service we already offer within the stadium. A member of our retail catering team take food orders pre-match and at half-time and then deliver the purchased items along with a tray if required. There is no pre-booking required for this service. We also offer the same service for our matchday programmes.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Currently restaurants and bars do not have fully accessible toilets. We will review to consider future inclusion with added accessible toilets. There are accessible bars on the ground floor, namely, Glaziers and Speroni's. The on-going strategy will identify improvements to be made for future works.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	2 Hospitality boxes and the Legends (larger hospitality box) will be accessible to wheelchair users, including access routes, toilets and viewing locations.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	6 wheelchair spaces
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	We are currently reviewing future access to the Boxes and will include as part of the Selhurst Park redevelopment works.

8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people or those with mental impairments or health conditions?
	<ul style="list-style-type: none"> - Sensory room in Whitehorse Lane Stand; - Guide dog spending area
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	<p>Yes, although these will be included within the general disabled supporter's area of the Arthur Wait Stand.</p> <p>If disabled members of the press/media require additional data cabling we will work to find a practical solution. (The current media centres are located in the back of existing stands at high level and we cannot install access.)</p>
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	<p>A fully accessible sensory room will be provided by August 2017.</p> <p>A second sensory room with a pitch view will also be available in the TV studios when they are not in use.</p>
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	<p>We have identified a number of options as part of potential future developments/enhancements - these will be progressed as necessary in the 2017/18 season and in consultation with the necessary authorities and supporters as appropriate. We have shared additional confidential information with the EHRC and the Premier League.</p> <p>We will continually review the improvements that we have made to the stadium, aligned to the demand as a result of our efforts to attract more disabled supporters to games.</p>
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	<p>Yes, we have commissioned KSS architects to review and carryout feasibility studies for the existing stadium, the result of these studies is the phased accessibility works we have implemented this summer. These reports highlight that the topography of the existing stadium and the design dating back to 1924 make it difficult to meet the criteria for a new stadium.</p>
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Compliant accessible signage.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?

	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan? Evacuation plans are detailed in all stewards training and staff introductions.
5	Are all Refuge Areas clearly marked and designated? Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete? We have future phased works planned to meet disabled requirements.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise? Yes, we have commissioned KSS architects to review and carryout feasibility studies for the existing stadium, the result of these studies is the phased accessibility works we have implemented this summer. These reports highlight that the topography of the existing stadium and the design dating back to 1924 make it difficult to meet the criteria for a new stadium.

Staff Training

1	Please detail your club's staff training programme(s) relating to disabled spectators? Throughout the season, we carry out training sessions which feature elements on disability awareness. The current training sessions are now being reviewed and rewritten for the 17/18 season. <ol style="list-style-type: none"> 1. We brief all stewards and supervisors at each match regarding their duties. This includes a paper briefing sheet and a verbal briefing. All stewards looking after safeguarding and stewards in accessible areas also receive a task specific briefing. 2. All stewards have undertaken or are commencing a Level 2 qualification on Spectator Safety. This includes modules on accessibility, equality and diversity 3. Toolbox cards are used at briefing sessions to provide stewards with a 5-minute training session at the end of their briefing. The cards cover many areas including accessibility and diversity. 4. Table top exercises are related to contingency planning with the emergency services and supervisors. They will relate to evacuation of people with mobility difficulties and other disabilities.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff? Match-by-match briefings, toolbox cards, seasonal table top sessions with supervisors. We are also putting together a training module for all full-time staff.

Access Audits

1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical
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	environment of the stadium).
	We have existing access audits which have been forwarded to the Premier League. Access audits are planned as part of our essential annual review.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	<p>Yes.</p> <p>We have engaged with and met with the CPFC Disabled Supporters Association from the project outset, through formal meetings.</p> <p>We have also sought consultation from the Premier League and the EHRC.</p> <p>The scheme has been presented to the wider disabled community for comment through a public presentation. We have engaged with our disabled supporters during the works on site and involved them in the change process.</p> <p>We have linked with the CPFC Foundation and community disabled groups.</p> <p>We have engaged and consulted with Building Control, Architects, Specialist Access Consultants and legal counsel.</p>
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	The scheme has evolved comprehensively.
3	How are your clubs plans in this area communicated across all interested parties?
	Project meetings, e-mail telephone, reports, presentations, consultations, working groups.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Website is accessible – no current option to book online – this is under review.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	No
6	How do you promote the availability of tickets for people with disabilities?
	We promote available tickets through our social media, website and email channels. We are currently putting together a plan to advertise the new accessible areas to the wider community and ensure Selhurst Park is accessible for all.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the

	quality and production of Access Statements.)
	<p>Yes – this will be completed before the start of the 2017 season and links/content available directly from the club:</p> <p>https://www.cpfco.co.uk/</p>
General Club Comments	
1	<p>Please express any other comments, observations or issues you would like to raise.</p> <p>We have supplied the Premier League and EHRC with detailed files relating to current and planned works relating to accessibility which fully detail the proposal and are relevant to fully demonstrating the responses to these questions as they are not wholly representative of the works.</p> <p>We have appointed:</p> <ul style="list-style-type: none"> - KSS Architect Stadia Experts - Saville Jones Experienced Professional Architects - Access Jane Simpson – Independent External Accessibility Consultants - MMA Mechanical & Electrical Consultants - Butler & Young Building Control - Structural Engineers - Construction specialists <p>We have consulted:</p> <ul style="list-style-type: none"> - The CPFC Disabled Supporters Association - RNIB - The Premier League - Other Premier Clubs - The Crystal Palace Foundation - The EHRC - Sky Broadcasting <p>We have obtained an opinion from Counsel on the adequacy of the Club’s accessibility improvement proposal currently being implemented, its lawfulness and compliance with equalities legislation and with the requirements in the ASG.</p> <p>We have also taken time to consult with the previous lists of consultees and planned, developed and implemented accessible improvements to the Selhurst Park Stadium which we believe are reasonable and in the best interests of the club and all fans.</p> <p>It is our belief and understanding that provided our planned accessibility improvements (in accordance with the KSS Proposal) are properly implemented and regularly reviewed, they are fully compliant with equalities legislation. In particular, the provision of 128 wheelchair accessible spaces complies with the duty to make reasonable adjustments and should also prevent any disability discrimination under s.15 EA from arising as a result of the infrastructure of the Stadium. In addition, we also believe that the KSS Proposal complies with the ASG. Not only does the ASG promote an individualised approach depending on the circumstances of a particular stadium, it is also clear that existing stadia may be treated</p>

differently from new stadia. For existing stadia, there is considerable flexibility on the number of wheelchair accessible spaces to be provided. The Club has received support from its DSA for the proposal. The difficulties involved in adding further seating which would not be used, and the scope for increasing the number of wheelchair accessible spaces above 128 in future if required we believe indicate that the KSS Proposal is compatible with the ASG and is in the best interests of the Club and all fans.

Outside the Stadium

A. Transport and Access to the Stadium

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Discussions have taken place with Liverpool City Highways with reference to drop-off and pick-up points at the stadium. Their recommendations are that it would not work due to the highways on three sides of the Stadium being closed before and after kick-off. Following these discussions, we are in the early stages of exploring alternative sites for pick-up/drop-off points.
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	We have produced a Disability Access Guide to assist supporters in planning their journey to and from Goodison Park. The guide provides information regarding facilities and services for disabled supporters and is available for supporters to access via the Club website.
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We have recently introduced Fan Support Assistants on a match day to help improve the match day experience of all supporters by providing an effective “happy to help” service before, during and after games. For the 2017/18 season, we will recruit an additional 15 Accessibility Stewards to manage the new facilities at the stadium. Stewards will be engaged in assisting our disabled supporters at the stadium, within the additional and existing facilities. The Fan Support Assistants will be available to assist those using more remote parking options.
4	Are there any other relevant issues or circumstances relating to ‘Transport and Access to the Stadium’ that you would like to raise?
	The stadium is in a residential area – we are restricted in relation to transport and access due to pre-and post-match road closures.

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	3 non-matchday disabled parking spaces have been introduced (Park End Car Park) close to the Ticket Office
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	There are 14 disabled parking spaces situated on Goodison Road and 12 disabled parking spaces situated at Gwladys Street School Car Park. These are the only Club managed spaces provided and represent the total number provided. There are on-street parking bays provided by the City Council, along with access to Stanley Park which has space for 800+ vehicles.
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?
	All by August 2017. Rear bay hatching has been added to existing side hatching.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	100 metres
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	45% of disabled parking bays will be within the maximum distance.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	We will need to supplement the above, but as there are road closures in place around the Stadium, transfers are not possible. We are aware that some clubs are using golf buggies to

	transfer people. As this would mean travelling along the public highway with other vehicles, we do not consider this to be a suitable option.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	Road closures in place, as highlighted above.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We have provided additional parking on non-match days in our Park Stand car park and are looking at other methods to increase this. We do consult with our disabled supporters on the allocation of these spaces. On-street parking is provided by Liverpool City Council. There are approximately 26 spaces in total (parking layouts do not allow for precise figures).
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	A resident's parking scheme is in place on the streets surrounding Goodison Park and this is strictly enforced by the local authority. Several Blue Badge parking positions are available – details are included in our Disability Access Guide. Regular meetings with our disabled supporters allow us to keep supporters up to date with any confirmed or possible changes.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The routes are on the public highway and already provided by Liverpool City Council. Tactile paving is in place. Discussions with Liverpool City Council are taking place regarding the provision of additional signage.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes, as existing.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	N/A
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes, on the public highway, which is closed to vehicle traffic.
5	Will tactile paving be in place at drop-off and pick-up zones?
	Yes, as highlighted above.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Improved wayfinding by August 2018.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	As mentioned above, access routes are predominantly on the public highway, which is closed on matchdays to vehicular traffic.
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Wayfinding signage and orientation maps will be reviewed as part of the ASG project work. Tactile signage (maps) will be introduced for the start of the new season.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Details of further new facilities for which planning application is to be submitted imminently.

3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	The Club's Disability Access Guide – available on the intranet has been highlighted as best practice by CAFE who in collaboration with UEFA are producing a Disability Access Officers Handbook. An Autism Awareness Guide will be introduced for the 2017/18 season and will be available on the club website.

Entering the Stadium

A Ticket outlets, designated entrances, doors/lobbies

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Induction loops at ticket enquiry points. New ticket enquiry point in Park Stand specifically for disabled supporters, with low counter which is adjacent to existing Park Stand Box Office in Goodison Park. New designated entrance to facilities in Goodison Place, adjacent to St Luke's Church.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes, new facility in Park Stand.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes, new signage for entrance to additional facilities. We are reviewing all the signage at the stadium.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes, and will be managed by Club stewards.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Planning application to be submitted imminently for additional facilities at Goodison Park, which include three new entrances and exits. Longer term, there are plans for a new Stadium.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	No

Circulation Areas

A. Vertical Circulation – Passenger Lifts, Stairs and Ramps

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New lifts have been installed to assist supporters with access to the newly installed platforms. Two platform lifts in the Family Enclosure South, plus two fully accessible lifts in the Family Enclosure North including stairs and other relevant facilities.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes, included in works completed by August 2017.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes, tactile treads to be highlighted and handrails extended to conform by August 2017.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes, where necessary.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Planning application imminent for additional work at Goodison Park to comply with ASG and beyond that, New Stadium proposal shows completion by August 2021.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?

	All lifts have emergency back-up power supplies.
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New access and lateral gangways to new facilities.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Planning application for additional facilities at Goodison Park to comply with ASG. New Stadium shows completion by August 2021.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	No.
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Provision of an addition 54 elevated positions distributed through the Goodison Road and Gwladys Street Stands, along with additional access, exit, toilets, changing place and catering facilities all in accordance with Accessible Stadia, building regulations and licensing.
2	What will the total capacity of your stadium be in August 2017?
	39,221
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	207
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	118 / 67 - Only 25% of total to be pitch-side with 40m travel distance to toilet. This equates to approximately 53 positions on WOO Wheelchair Stage 1 Report and 14 on Lower Gwladys that are classed as elevated. We would retain pitch-side positions if demand dictated, and will continue to consult with our disabled supporters.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	172 / 121 We understand that there may be dispensation on travel distance between viewing positions and toilets, which would improve our compliance.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	68
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	104
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes, all four sides of the stadium will contain positions.
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?

	19 pitch-side in lower visitors' area.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	Planning application – July 2017 / New Stadium – August 2021.
11	Please provide the name of your appointed architect (if applicable).
	WOO (Wilson Owens Owens)
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a) 204 b) 71 c) 133
13	How will wheelchair positions be distributed across the stadium?
	In accordance with Stage 2 documents provided by our architects. We believe we will provide adequately dispersed viewing areas and relevant supporting facilities given the age and configuration of the stadium.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	Only pitch-side possibly if these positions are retained as requested by our disabled supporters. The new positions have excellent sightlines. However, the possible upper tier positions in the Gwladys Street and Bullens Road Stands will have restricted views because of the roof structure and columns. It is structurally not possible to cut sections out of the tiers to form viewing platforms. We discussed these points with EHRC.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All will have companion seating. We provide a mixture of companion positions alongside and behind. After discussion with our disabled supporters, there are differing opinions regarding positions. All new positions have been designed with adjacent companion seating, but with the option to alter the location. .
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	Development to family enclosure, North, South and Lower Gwladys Area are all capable of accommodating flexible seating. All can be adapted but absolute figures TBC.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	Area provided adjacent to Lower Gwladys, serving refreshments as below to supporters in different accessible locations. .
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	We are evaluating existing season ticket holders as we currently allow ambulant disabled supporters to access all areas of the stadium. We have examined locations. The club can however provide recommended numbers of ambulant disabled seats.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	Ongoing review with supporters
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	No
Toilets for Disabled Spectators	

A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Six new accessible toilets and a changing places toilet to be added. Existing accessible toilets have been refurbished and fitted with RADAR locks, full length mirrors, dignity curtains, colour contrast and coat hooks. New signage will be introduced for the 2017/18 season (Non-Visible Disability – eg braille, high-contrast etc)
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	No. Existing facilities will be retained after consultation with supporters. We have a management plan in place to provide assistance and to deal with issues. We understand that there may be flexibility regarding the 40m, if the route is clear and wide enough.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	RADAR key access, managed by Club stewards.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes, all will be unisex and accessible – 12 in total in GA areas
5	Will all disabled toilets meet with recommendations within the ASG?
	No, we have improved and added to our toilet provision, but two of our existing are below the recommended BS floor area.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	A new changing places facility has been installed for start of the 2017/18 season. This will be installed this close season.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes, provided throughout the stadium for males and females.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Planning application for additional facilities at Goodison Park to comply with ASG and beyond that, new Stadium shows completion by August 2021.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	Developments are restricted by the age of stadium and existing structure. We are therefore not able to extend toilet floor areas to existing toilets in order to meet current standards.
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Three new refreshment bars are included in the construction and will be complete for the commencement of the 2017/18 season. Two of these will be for the sole use of disabled supporters, low counters will be provided and scald proof cups and other utensils will be available. Four corporate positions will also be provided with accessible facilities in the Goodison Road Main Stand. Retail Store Everton One has automatic entrance and exit doors, plus till positions with induction loops.
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes – three new facilities are being introduced to add to the existing kiosk in the Main Stand. All facilities have lowered counters, will offer heat proof cups, drinking straws, large print hand held menus and allergy information available on request

3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	Yes
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Yes – in the relevant areas for disabled supporters.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Positions provided as above.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	Four, as noted above.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	No – the Club will carry out work to assess demand.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	Induction loops. Radio commentary- supporters can apply to the Box Office for a receiver and headphones. Sensory room will be introduced for the 2017/18 season. We are arranging the fittings for the sensory room to be mobile, and this will initially be set-up in The Everton Hub building close to the stadium, with live pictures of the game. We will also utilise these fittings in one of our executive boxes to enable us to provide a sensory room for under 23 matches and other junior fixtures.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes – available on request
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	Yes, a sensory room will be provided along with Autism Awareness Guide.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Planning application for additional facilities at Goodison Park to comply with ASG. New Stadium shows completion by August 2021.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	As above.

Leaving the Stadium

A Exit Routes

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New entrances and exits have been constructed as part of the works undertaken.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes, and managed by Everton Football Club stewards.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes. Will be updated and included in management plan for facilities.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	Accessibility Stewards will be trained in manual handling, evac chair and evacuation and contingency plans.
5	Are all Refuge Areas clearly marked and designated?

	Accessibility Stewards will be trained in manual handling, evac chair and evacuation and contingency plans.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Will be on completion of construction. Planning application – July 2017 / New Stadium – August 2021
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	No.
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	Disability Awareness Training Hate Crime Training Manual Handling Training Evacuation Chair Training Safe Guarding Training Autism Awareness Training
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	We have a continuous training programme – all materials are reviewed in accordance with legislation and best practice.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Planned Access audit for all areas to be completed by Access For All consultant. Access For All has worked with us on the design and installation of our new facilities.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	Yes, Everton Disabled Supporters Association. our plans have been presented to various groups, including: EDSA, Fans Forum, CAFE, Level Playing Fields and Autism Adventures, Liverpool City Council Licencing and Building Control, Access Consultant.
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	All groups in agreement and pleased with proposals. ESDA members voiced concern over the removal of some of the pitch side positions, due to the 40 metres travel distance to the toilet and asked that they be retained. This is under consideration and licensing officers agree. We understand there may be wider acknowledgement that such measures can be taken as a reasonable adjustment to the guidance contained in the ASG.
3	How are your clubs plans in this area communicated across all interested parties?
	Meetings, individual discussions, press releases and articles on the club website.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Access audit of the club's website has been completed by DIGInclusion. The club will work to address the recommendations contained in the report. Online ticket system for disabled supporters will be introduced for the 2017/18 season and the disabled supporters page on the club website will also be reviewed ahead of the new season.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?

	There is a waiting list which is currently being reviewed.
6	How do you promote the availability of tickets for people with disabilities?
	Via social media channels and the club website.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Yes, disability access statement is available via the club website and information is included on the Premier League Get In! app. We will also be launching an Autism Awareness guide for the 2017/18 season.

General Club Comments

Please express any other comments, observations or issues you would like to raise .

1	We are currently in the process of recruiting additional staff to support with the Management Plan and new facilities.
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Huddersfield Town FC

A General Information	
1	What will the capacity be at the start of 2017/18 season?
	Overall Stadium capacity 24,336. Current capacity for Premier League matches 24,169.
2	What year was the stadium constructed, (please split by stand as necessary)?
	Riverside and Kilner Bank – 1994 South Stand – 1995 North Stand - 1998
3	Does the club have an Access Audit and if so, when was this carried out?
	An audit has been commissioned and is underway. Wilson Owens Owens has completed the survey for the Accessible Stadia Audit. DisabledGo has arranged to visit the stadium in November/December 2017, to help construct an Access Statement. An Access Auditor has also been commissioned and this process is underway.
4	Are there any works currently being undertaken to address accessibility issues at the club? If yes, please describe here.
	The above audits and Access Statement. Moving and developing new accessible parking spaces.
5	Are there any works planned to address accessibility issues? If yes, please describe here.
	An implementation plan will be prepared once the audits have been completed.
B Outside the Stadium	
1	Please describe your public transport access plan including details of main public transport hubs serving the new stadia.
	Huddersfield Train and Bus stations are located approximately 1.3km walking distance from the Main Entrance to the Riverside Stand. An accessible mini bus is operated by the local bus service which can be pre-booked to pick-up and drop-off at two different points at the stadium.
2	Are each of the main public transport hubs serving the stadium fully accessible?
	Huddersfield Train Station and Bus Station are fully accessible.
3	Are there designated coach/car drop-off points within 50m of a designated disabled entrance/s?
	Yes
4	How many parking bays specifically designated for disabled people (with relevant markings are per BS 8300) will be available in total at the start of 2017/18 season?
	We have relocated our accessible parking spaces at the north end of the site, owing to the positioning of the Outside Broadcast compound. Our total accessible spaces available on matchday is now 31 and our 'red square' spaces total remains 55.
5	Are car parking areas for disabled supporters supervised by stewards on matchdays?
	Yes. Stewards supervise the spaces that are officially controlled by the club.

6	Of the designated disabled parking spaces available, what will be the furthest distance a disabled supporter would have to travel between space and a designated entrance (approximates)?
	About 160m to the South Stand. This is via a ramp, as the level changes across the site.
7	Are all approaches from parking bays and drop off points level?
	Yes, and there is ramped access from the South car park to the South Stand and elevated positions of the Kilner Bank Stand.
8	For spectators with visual impairments, is appropriate tactile paving provided at designated drop-off points and relevant highway crossings?
	Tactile paving is in place on the footbridge leading from the Car Park to the Main Reception.
9	Will appropriate signage be in place along access routes – for example, eye-level, non-reflective, high-contrast and braille provision?
	This will be including in our implementation plan.
10	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	There may be other facilities/services highlighted in the Access Audit reports.
C	Entering the Stadium
1	Do all ticket outlets have dropped counters, induction loops, good quality lighting and shelter?
	Yes
2	How many designated entrances are there for disabled supporters?
	Four
3	Are designated entrances of suitable width and level openings capable of accommodating wheelchair users and their assistant/s?
	Yes
4	Are all designated entrances the same as those used for exiting the stadium? If not, please explain.
	Yes
5	Are all designated entrances stewarded on matchdays?
	Yes
6	Are there separate designated entrance/exit for disabled away supporters?
	Yes, with other visiting supporters.
7	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A

D	Circulation Areas
1	Are all areas of the stadium accessible via well designed general passenger lifts or platforms lifts? Are there any areas of the stadium not accessible by lifts? If so, please explain.
	<p>The Kilner Bank and South Stands are built into and onto hillsides. The positions in these two stands are accessed by ramp.</p> <p>There is lift access in both the Riverside and North Stands. They will be reviewed for future development.</p>
2	Are ramps in place in all locations where there are modest changes in levels (ie. less than 2m)?
	There is a reasonable change in level at the south end, which is served by ramp. The change in height is 3.8m.
3	Where escalators are in place, will there be a proximate suitably designed lift to accommodate wheelchair users and other disabled supporters?
	There are no escalators.
4	Are all horizontal circulation areas and concourses sufficiently wide to accommodate wheelchairs users alongside other non-disabled supporters?
	Yes
5	What consideration has been given to minimising travel distances of disabled supporters – either to enter or exit the stadium and whilst in the stadium, to access other services (refreshments, toilets and so on)?
	<p>Pick-up/drop-off points are either directly outside the entrances or as close as possible. Parking spaces are as close as possible.</p> <p>Toilets and concessions are within easy and clear access from viewing positions.</p>
6	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	There are no viewing positions to the upper tiers of the Riverside or North Stands, other than in Hospitality areas.
E	Viewing Areas
1	According to the Green Guide Table 4, what will be the recommended minimum number of designated wheelchair positions required?
	163
2	How many wheelchair positions will you provide in total at the start of the 2017/18 season?
	102 with further positions if required.
3	Are designated wheelchair positions available in all stands?
	<p>Available in the Riverside, Kilner Bank and South Stands.</p> <p>Only in Hospitality areas in the North Stand.</p>
4	How many wheelchair positions will be pitch-side and how many will be elevated?
	Up to 145 at pitch-side and 32 elevated.

5	How many wheelchair positions will be available for visiting supporters and will these be located proximate to other non-disabled visiting fans?
	8 elevated positions for visiting fans in the Away End (South Stand).
6	Are all wheelchair positions be offered with a companion seat?
	Yes – the majority are adjacent to wheelchair position. South Stand seats are in front of the viewing platform.
7	Do all wheelchair positions provide uninterrupted views of the game ie have un-obstructed sightlines?
	Yes, the vast majority. The elevated positions in the South Stand need further elevation or netting of seats in front.
8.	How many seating positions are available for ambulant disabled supporters?
	Up to 399
9	Are all wheelchair positions within 40m of a disabled toilet?
	The central positions at the front of the Riverside and Kilner Bank Stands are more than 40m but the routes are kept clear of other spectators.
10	Will you be providing flexible viewing areas – ie those that can be adjusted to provide wheelchair positions or general access seating? If so, please state what the capacity of these areas will be (wheelchair positions or GA seating).
	Yes, and we are aware that our front row companion seats may need adjustment, to allow this.
11	Do you provide any fully enclosed viewing areas for disabled supporters? If so, please state how many.
	No
12	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Nothing planned but improvements/changes may be recommended following the Access Audit.
F	Toilets for disabled spectators
1	Do all wheelchair positions have access to suitably designed disabled toilets?
	Yes
2	Will you be providing a changing places toilet? If so, how many will be provided in total?
	Yes – on a prearranged basis. There is a Changing Places toilet in our Leisure Centre in the North Stand, operated by Kirklees Active Leisure.
3	Do your disabled toilets have radar keys and are they stewarded on match-days?
	Some disabled toilets have RADAR locks and are stewarded.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?

	We have an accessible toilet IN the First Aid room.
G	Refreshment Facilities for Disabled Spectators
1	Do all disabled viewing areas have access to refreshment facilities?
	Yes
2	Do refreshment facilities have lowered counters and sufficiently wide access and circulation to allow full use by disabled supporters?
	Yes
3	Will you be providing a refreshment order service for wheelchair users unable to access concourse refreshments during half-time? If so, please explain how this will operate.
	Yes. We have operated an at-seat service for a number of seasons now.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Nothing planned but improvements/changes may be recommended following the Access Audit.
H	Retail Outlets and other Commercial Areas
1	Do all retail areas (club shops) have accessible doorways, appropriate circulation space including lifts where relevant, lowered counters and accessible changing facilities?
	The main Stadium shop has automatic doors. No drop counter or accessible changing room. An additional on-site Club Shop has an accessible ramp and a drop counter.
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Nothing planned but improvements/changes may be recommended following the Access Audit.
I	Press & Media
1	Please describe provision that will be made for disabled members of the press/media.
	The Media Room is accessible for disabled members. There is no viewing area from the Press Box; a facility would be provided along the front of the Riverside Stand.
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Nothing planned but improvements/changes may be recommended following the Access Audit.
J	Leaving the Stadium
1	Are designated entrances and entrance routes the same routes and exits used when leaving the stadium? If not, please explain why.
	Yes
2	Does the club's evacuation plan make full provision for the evacuation of disabled supporters through horizontal and vertical routes (including lifts and stairs)?

	Yes
3	Are all refuge areas capable of accommodating disabled supporters, including those in wheelchairs?
	Yes
4	Can the club confirm that its evacuation procedures will fully involve detailed plans for the evacuation of disabled supporters?
	Yes
5	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Nothing planned but improvements/changes may be recommended following the Access Audit.
H	Other information
1	Please feel free to raise any other aspects of provision for disabled supporters not already covered.
	<p>All matchday stewards are trained using the 'On The Ball' training package which was introduced by the Football Authorities in 2010. One of the modules of training dedicated to Disability Awareness and focuses on the basic legal requirements covering disability discrimination. Training is delivered by the Safety Officer and Deputy Safety Officer. All matchday staff are required to achieve the NVQ Level 2 in Spectator Safety (equivalent) within their first 12 months of employment. Training is delivered in their first 2 months of employment, followed by the assessment process to achieve the qualification.</p> <p>We have a Disability Liaison Officer and are in the process of recruiting a Disability Access Officer.</p> <p>Accessibility will now be a prominent item on board meeting agendas.</p>

Outside the Stadium

A. Transport and Access to the Stadium –

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

N/A

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.

King Power Stadium and curtilage are not raised and there is no requirement for the use of steps to access the stadium turnstiles or exit gates. There are clearly identified disabled supporter bays around the stadium car parks.

Access to the stadium for disabled supporters is via three identified and signed entry gates each of which are staffed. There are low level ticket/season card readers at each of these gates.

Once inside the stadium there are separate pitch-side and or raised spaces for disabled users. The East Stand has a raised tier for disabled users accessed by 2 lifts. Access to the corporate areas is either via VIP or Reception Entrance which has automatic doors. These are level and lead directly to the lifts, which service all floors.

Two accessible turnstiles, including a low-level ticket reader, are currently being improved for the commencement of the 17/18 season.

To gain access to the stadium the external roller shutter lowers after a set time or on the breaking of an entrance beam. Once lowered and following a positive identification is made of the supporters ticket the door at the other end of the turnstile opens.

3 What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

N/A

4 Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?

No

B. Parking

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017

New bays have been marked in the stadium car park, and we have increased the number of accessible parking bays from 40 to 58. An additional 10 bays were added in car park B, for our visiting supporters. Giving us a total of 68 accessible parking bays.

In addition, we have reallocated accessible parking bays, bringing them closer to the respective disabled entrance.

2 How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?

The club offer 68 disabled car parking spaces, which is 13% of overall matchday parking.

3 How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?

All 68 spaces meet ASG recommendations.

4	Of all matchday disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	The maximum distance between an accessible parking bay and accessible entrance is 80metres.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	16% of accessible parking bays are 80 metres from the closest accessible entrance.
6	Will you utilise off-site disabled parking on matchdays and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	N/A
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	Yes
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	Car Parking is affected by a TRO, put in place around 30 minutes prior to kick-off and for 45 minutes after the final whistle. The club advises all supporters of this during the purchase process, through club media channels and through supporter forums (Fans' Consultative Committee and Disability Support Association).
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	N/A
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	N/A
5	Will tactile paving be in place at drop-off and pick-up zones?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	We have level access all around the stadium footprint. Lower kerbs are positioned at either end of the pathway at the front of the stadium and we have enquired about a further dropped kerb in the middle. The club is currently in conversations with the local authority to complete the works.
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Signage in the stadium is well coordinated and consistent. The club has conducted an audit of its signage and has addressed urgent issues. This has included new signage/design in corporate

	areas. Other action points have been incorporated into the planning process for future developments.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Beyond August 2017, the club will produce a set of signage guidelines, which will be utilised in future projects. This will ensure signage continues to be coordinated, clear and consistent throughout the stadium.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	The Premier League and Disabled Go worked with the club to produce a pilot Access Statement. The club now has the first Access Statement in the League, completed using the newly developed template which features new information on transport hubs and walking routes (this information includes details on rail, bus, car and cycling access).

Entering the Stadium

A Ticket outlets, designated entrances, doors/lobbies

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> • Accessible doors have been fitted at the fan store and main reception • Hearing loops have been fitted at all ticketing outlets and main reception • Lower counter and hearing loops have been fitted at the ticket office and fan store • Braille guide available from main reception and on request
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	N/A

Circulation Areas

A. Vertical Circulation – Passenger Lifts, Stairs and Ramps

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The club has completed work in the Hospitality, Reception and Media areas to install lifts which are suitable for disabled supporters. The works will include upgraded signage, buttons, railing, flooring and mirrors.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?

	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The club has commissioned architects to design our planned expansion and development project, which will include accessible seating, and all other relevant facilities.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	No
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	None
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	No
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	30% of the number of wheelchair spaces are elevated. Due to the nature of the construction of the stadium, it has not been possible to increase the percentage to date.
	The following actions have been taken to aid our understanding and support our planning for future development:
	<ul style="list-style-type: none"> • The club have conducted an in depth independent research programme. The results of the project have highlighted that 5% of ambulant disabled supporters are dissatisfied with their seating location (i.e. supporter who do not utilise wheelchair bays). • As part of this project, the club have included findings from the research project outlined above and guidance documents, to ensure the developments meets our supporters needs.
2	What will the total capacity of your stadium be in August 2017?
	32,312
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	186
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?

	The club has 197 spaces, of which 137 meet ASG recommendations. 60 spaces do not meet the guidelines due to the companion space being located behind the wheelchair space, rather than adjacent. Plans to increase the number of spaces that meet the guidelines will be included as part of our stadium development.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	As above.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	60 spaces across lower and upper platforms. The proposed expansion will increase the number of bays and the number of elevated spaces. The dates of expansion are yet to be finalised.
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	137
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	We currently have 10 spaces in the visitors' section and an overflow of 7 available at the visiting club's request. These spaces are in the Family Stand, adjacent to the Visitors' section. Plans to increase the visitors' section will be considered as part of any East Stand development.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	N/A
11	Please provide the name of your appointed architect (if applicable).
	TBC
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a) We currently have 197 bays (186 required in the ASG). Any new build will meet or exceed the ASG standards b) We have 137 pitch side spaces c) We have 60 elevated positions
13	How will wheelchair positions be distributed across the stadium?
	We have three levels of wheelchair positions (upper, lower and pitch side), 60 spaces across upper and lower, and the remaining 137 pitch-side.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	No
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All seats.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	No
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.

	The LED advertising boards we installed when the club joined the Premier League compromised disabled supporters' sightlines at pitch-side. Therefore, the club installed trenches to lower LED boards and ensure sightlines are no longer affected.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	There are 238 designated spaces for ambulant spectators. In addition, our ticketing policy allows supporters with disabilities to sit in designated areas as well as outside in the general seating areas. This gives ambulant supporters access to the whole stadium.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	The club provides hearing loops and an audio descriptive service. Blankets and water bowls for guide dogs are available on request (through the club's DSA).
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	No
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The toilets in our East Stand have been expanded to comply with Building Standards. In addition, we have made further improvements through the summer of 2017, including automated lights and towel and soap dispensers. We have installed a Changing Places Toilet facility in the South Stand, which has an attendant on matchdays. This facility is available on both matchdays and non-matchdays.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	26 wheelchair spaces are over the 40m recommendation stipulated in the ASG. Before these seats were purchased, the 26 supporters were advised of the location of the closest toilets and offered an alternative seat. To assist further, the club has stationed Disability Access Wardens in those areas to clear foot traffic and open doors, making access to toilets quicker. We currently have 26 accessible toilets, plus one Changing Places Toilet. Of these spaces, only two toilets are over the recommended 40m guideline from the nearest seating position. This has not been raised as an issue by supporters but the club have been proactive in adopting several initiatives to negate any potential issues. On purchasing tickets in the area affected, all supporters were advised of the distance to the nearest toilet and were offered alternative seats. The club has also recently introduced Disability Wardens who help supporters gain access to the toilets. We have also installed yellow tiles outside all accessible toilets to keep these areas clear, again speeding up access.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	The toilets open using a RADAR key, which we communicate to all supporters through our website and access statement. Supporters are advised that they can collect a RADAR key by stand managers, toilet attendants, the club's Disability Liaison Officer and it is referenced at supporter forums (Fans' Consultative Committee and Disability Support Association).

4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	All 40 accessible toilets are unisex (this includes Corporate and Hospitality areas).
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	The club has one Changing Places Facility situated in the general seating area, which was installed in August 2016.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	No
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Lowered counters are provided in each stand and within corporate areas.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	The club's Disability Wardens operate an 'at seat' refreshment order service. The Wardens give an order form to supporters in their seat and collect it prior to half-time. The Wardens collect the supporters' items from kiosks and deliver them to their seat.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Yes. In addition, hearing loops are installed at all kiosks and bar areas.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	This is subject to an expansion of the stadium, plans for which are being finalised. The club is currently working with a design company to find solutions for the existing boxes, to incorporate wheelchair access. We also have architectural plans to install accessible bays in all hospitality areas including the Directors' Box.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	As above
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	Yes – as above.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	The club has an audio descriptive commentary and hearing loops available, as advertised on the club's website and in its Access Statement.

	The club has a new website which will be WCAG 2.0AA compliant.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes – as part of the stadium expansion. The TV gantry and Press Box will be part of the bigger expansion: there is currently no access to either area.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	Not currently, but there are plans to include this in any stadium expansion.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	No
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes. We evacuate vertically onto the pitch, then away through relevant exit gates. The SAG has reviewed and approved the evacuation plans for all disabled supporters in elevated areas.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	Staff are given training through workshops and physical exercises on the club's evacuation plan. These programs are revised annually and any updates are instructed through further training and in the annual staff handbook.
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	No
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	<ul style="list-style-type: none"> • Everyone at the club has undergone unconscious bias and equality and diversity training. • All stewarding staff are NVQ level 2 trained, or seeking to obtain this qualification, in which there is course material relating to supporters with disabilities (module 6a Disabled supporters and customer service).

	<ul style="list-style-type: none"> • Stewards will also receive training on dealing with supporters with mental health disabilities, and how to assist supporters with Dementia and Alzheimer's. • For season 2017/18 customer facing staff will undergo hidden disability training, visual and hearing impairment training
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and matchday staff?
	All training is reviewed and conducted annually. If there are any changes to legislation, requirements, processes or procedures, then additional training programmes are organised.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Yes – Access Audit completed in June 2016
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	<p>Yes – the DLO/DAO meet once a month with disabled supporters and minutes are shared between the club and DSA.</p> <p>We also have a Fans Consultative Committee that meets quarterly.</p> <p>The club has conducted an independent research project, taking into account the views of supporters, stakeholders and the local demographic. The findings of this are fed into the Club's overarching action plan.</p>
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	<p>All consultations are taken into consideration and fed into our action plan. We employed an independent research company (DJS Research) to engage with our disabled supporters to find out their experiences on a match day, and in general, when visiting King Power Stadium.</p> <p>Due to the findings of this research, we have adopted the following initiatives:</p> <ul style="list-style-type: none"> - Reduced car parking prices from £17 to £10 - Cleared the surfaces for lower counters, making the concourse kiosk more accessible - Adopted an at seat refreshment service for supporters with disabilities - Introduced a new ticketing system and website which means supporters with disabilities can now purchase tickets online - Introduced an accessibility queue for supporters to use in the City Fanstore. <p>The research document is available to view at: https://we.tl/dScPj6OtzT</p>
3	How are your clubs plans in this area communicated across all interested parties?
	The action plan is shared across the club and any actions completed are updated in DSA meetings. Equality and Accessibility is a prominent agenda item at Director level.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?

	A new website and ticketing system was launched on 6/7/2017. Dig Inclusion and Pulse live are conducting an audit of the accessibility of the website, which will begin on 10th July. The club is aiming for 'AA' compliance.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	No
6	How do you promote the availability of tickets for people with disabilities? Through the Club website and newsletters
	Tickets for games are advertised through all club media (website, Social), e-mail, SMS and posters. If wheelchair bays are available, then these are advertised separately.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Yes http://www.lcfc.com/documents/supporters-with-disabilities-accessibility-feb2017280-3566281.pdf
General Club Comments	
Please express any other comments, observations or issues you would like to raise.	
1	N/A

Outside the Stadium

A. Transport and Access to the Stadium

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As part of the Anfield stadium redevelopment programme, approval was granted on the understanding that there would be no significant increase in matchday traffic and parking arrangements. We therefore encourage supporters to use alternative transport methods by providing specially organised public transport and other travel options to relieve pressure on the local area on a matchday. For example, we have worked with local public transport providers to provide the 917 express bus- an accessible service to Anfield from the city centre train stations at regular intervals on a matchday. At final whistle, a fleet of 917 buses are ready to return supporters to the city and onward travel hubs.
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	For supporters travelling to Anfield stadium there are a range of accessible public and private transport options available to them. We have detailed travel information available on our website. We emphasise the use of public transport options to reduce matchday traffic in accordance with our agreements with Liverpool City Council. Leading up to the stadium, the majority of road surfaces are level. As you enter the stadium gates, all surfaces are paved and accessible.
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	None.

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	New parking facilities for disabled fans were provided in August 2016 when the New Main Stand was completed. Stanley Park Car Park has been resurfaced and new accessible bays have been marked. There has also been a cut through installed from Stanley Park Car Park to Anfield Road. We have also upgraded the Anfield Rd car park with drainage and lights with vehicle access from Stanley Park car park.
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	Car parking for disabled supporters is provided on matchdays at two locations, one in Stanley Park and one adjacent to Anfield Road, totalling 70 spaces. Stanley Park has 45 spaces, which are allocated on a rotating match by match allocation basis. The spaces are marked out exactly as BS8300. Anfield Road car park has 25 spaces which are allocated on a seasonal basis. These spaces are marked exactly to the standard of BS8300. Total accessible parking bays equate to 6% of available parking.
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?
	All of them.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	Approximately 200 meters from the Stanley Park Car Park.

5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	Number of parking bays on Stanley Park is 45 which represent 64% of our accessible parking. Travel distances vary within Stanley Park and decrease incrementally depending on which space is used.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	No, we don't have any off site disabled parking – we encourage fans to take accessible public transport to and from the ground.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	We have three accessible drop off points allocated close to Anfield stadium on Arkles Lane, Walton Breck Road and Gilman Street. These may be used as pick up points after a match.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	Stanley Park is not owned by LFC, it is Liverpool City Council's property and any alterations are owned by the council.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New access points were created in the Main Stand development to allow disabled supporters to access the various GA and hospitality areas of the stand. As part of the stadium improvements for disabled supporters we have created new ramp access for away fans in the Anfield Road Stand. A new lift shaft has been added to the Kenny Dalglish stand with 2 small accessible lifts on each new wheelchair tribune in this stand.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes, all access routes within the vicinity of Anfield are level.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	Access routes in Anfield stadium and the immediate area outside of the stadium are all level and ramp access is provided where required.
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Dimensions and steps are constructed to the relevant Building Regulations and Green Guide standards at the time of construction, with improvements made since then where practicable and appropriate.
5	Will tactile paving be in place at drop-off and pick-up zones?
	Not in all cases. Drop off points are located on the public highway and pavements. These are under the control of Liverpool City Council and layout of these is at their discretion. We will consult with the LCC highways department on the requirements here and consider any alterations that may be made.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	None.

D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Following the opening of the new Main Stand in September 2016, updated signage was put in place around Anfield. However, additional improvements were identified and a project will take place in the near future to further review external signage, way-finder boards and high level signage.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	We do not have an individual acting as Disability Liaison Officer. Our Disability Ticketing Team fulfils the requirements of this role providing outstanding customer service and acting as a first point of contact for any queries our disabled supporters have regarding their trip to Anfield.
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Additional accessible entrances were created as part of the Main Stand redevelopment and the club main reception is also accessible. Where doors are manual in function throughout the stadium these are appropriately stewarded when in use for the benefit of disabled supporters.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Lowered counters, audio-induction loops, good lighting have all been in place at the LFC ticket office for a number of years. The ticket office is located in the Kop stand and parking is available on a non-match day in the Kenny Dalglish Stand car park a short distance away.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes. We currently have 7 clearly identifiable accessible entrances. These entrances are indicated by large red bus stop style signage with pictogram.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes. On a matchday all entrance points are stewarded to provide assistance to supporters as required.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	None.
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

	During the summer of 2017 there was a significant project to build a new lift shaft onto the exterior of the Kenny Dalglish Stand. Two small accessible lifts were added to each of the two new wheelchair tribunes in the Kenny Dalglish Stand. This work has been completed.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	All elevated accessible seating areas will be accessible by passenger lifts.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes, as far as practicable within the constraints of existing stands with staircases that cannot be structurally altered.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes - new ramp access has been created for away supporters in the Anfield Road Stand. Elsewhere in the stadium, ramp access exists in the Main Stand lower and Anfield Road Stand (home section) and positions in the Kop are accessible on the same level as the exterior of the stadium.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	The lift in the Kop does not meet minimum dimensions. However, there are no elevated wheelchair positions accessed via this lift.
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As part of the Main Stand development, all access routes conform to building regulations and were developed in partnership with local building regulations team and our architects.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	As far as practicable within the constraints of the existing stands, there are no major issues in this regard.
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	As far as practicable within the constraints of the existing stands, there are no major issues in this regard and where we have slight narrowing of circulation routes this has been fully discussed with Building Control and Licensing.
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	None.
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The Main Stand expansion is now complete and has helped us achieve 195 wheelchair spaces (169 of which are for GA spectators, with 26 being for hospitality spectators) with elevated sections on

	<p>level 3, 5 and 6. Significant redevelopment work took place at Anfield at the end of the 2016-17 season with over 250 wheelchair positions now available for disabled supporters, 239 of which are for GA spectators. S, This includes improved viewing positions for visiting disabled supporters, and new raised disabled bays in the Kenny Dalglish Stand for home disabled supporters. We have also added more than 150 extra amenity and easy access seats around Anfield. The summer works included substantial improvements for away disabled supporters, who for the first time will be seated in the away section. The structural improvements also include creating new lift shafts, removing structural walls, recasting ramps to more accessible gradients and converting lounge space into raised disabled seating areas.</p>
2	<p>What will the total capacity of your stadium be in August 2017?</p> <p>Starting capacity- 54253. Saleable- 53384.</p>
3	<p>According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?</p> <p>238.</p>
4	<p>How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?</p> <p>195 (169 GA), see Q15 below for our answer to the ASG recommendations question.</p>
5	<p>How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?</p> <p>263 (239 GA), see Q15 below for our answer to the ASG recommendations question.</p>
6	<p>Of the total wheelchair positions provided by August 2017, how many will be elevated?</p> <p>149 (125 GA).</p>
7	<p>Of the total wheelchair positions provided by August 2017, how many will be pitch-side?</p> <p>114 (114 GA).</p>
8	<p>Of the total wheelchair positions provided by August 2017, will positions be available across all four Main Stands? If not, please state how many stands will offer wheelchair positions.</p> <p>All 4 stands will offer wheelchair positions.</p>
9	<p>Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?</p> <p>24 away supporter positions (10% of our total GA wheelchair positions) will be located pitch side in the Anfield Road Stand.</p>
10	<p>If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).</p> <p>Not applicable.</p>
11	<p>Please provide the name of your appointed architect (if applicable).</p> <p>AFL for access improvement works in summer 2017. KSS for the New Main Stand development completed in 2016. Wilson Owen Owen for our Accessible Stadia Audits.</p>
12	<p>Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.</p> <p>a) 263 (239 GA). b) 114 (114 GA). c) 149 (125 GA).</p>
13	<p>How will wheelchair positions be distributed across the stadium?</p> <p>Main Stand- 111 (89 GA). Kenny Dalglish- 40 (38 GA). The Kop- 52 (52 GA). Anfield Road- 60 (60 GA).</p>

14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	No sightline issues for wheelchair bays.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All wheelchair bays offer at least one companion seat. The 149 elevated positions have companions seated adjacent. The 114 seats at pitch side have companions seated behind. This has been the case for a number of years however improvements have been made in the lower Main Stand to bring companions closer. Consultation with the LDSA, supporters' committee and our wider supporters has revealed that they are satisfied with this set up.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	Yes, some flexible positions are available in Anfield Road Stand and Kenny Dalglish Stand. The number of positions this applies to is 64 positions
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	The Main Stand expansion is now complete and has helped us achieve 195 wheelchair spaces (169 of which are for GA spectators, with 26 being for hospitality spectators) with elevated sections on level 3, 5 and 6. Significant redevelopment work took place at Anfield at the end of the 2016-17 season with over 250 wheelchair positions now available for disabled supporters, 239 of which are for GA spectators. This includes improved viewing positions for visiting disabled supporters, and new raised disabled bays in the Kenny Dalglish Stand for home disabled supporters. We have also added more than 150 extra amenity and easy access seats around Anfield. The summer works included substantial improvements for away disabled supporters, who for the first time will be seated in the away section. The structural improvements also include creating new lift shafts, removing structural walls, recasting ramps to more accessible gradients and converting lounge space into raised disabled seating areas
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	126 easy access and 126 amenity seats are available since August 2017.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	None planned. The figures in Q18 are a considerable uplift from our current provision of 46 easy access and 43 amenity seats.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	None.
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As part of the Main Stand development, new accessible toilet facilities were created to cater for disabled supporters across the stand. This included the installation of our second changing places facility. Ahead of the 17/18 season, a programme of minor works took place to address layout and fit of the accessible toilet facilities to ensure they are suitable for all users.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?

	No. For a small number of seating positions there is a journey slightly in excess of 40m. However, routes are direct and away from main concourses.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	All accessible toilets are staffed and require a radar key to access. Radar keys are possessed by a steward close to each toilet should a supporter not have their own key.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes. All accessible toilets at Anfield stadium are unisex. From August 2017, we now have 34 accessible toilets.
5	Will all disabled toilets meet with recommendations within the ASG?
	The unisex disabled WC's have been audited and this process has identified the following: Quantity - All stands meet the guidance in respect of 1 per 15 positions. Location - Some of the pitch-level viewing positions are in excess of 40m from the WC's. Size – Some of the unisex WC's are undersized. Specification – The unisex WC's do not fully meet the BS8300 specification for fittings and layout and this was addressed as far as practically possible before August 2017.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	We have 2 Changing Places facilities. One in Main Stand. One in the Kop Stand.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Ambulant disabled facilities are provided in single sex WCs where it is practicable to do so and further improvements were made ahead of August 2017.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadium audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	None.
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As part of the Main Stand development, new accessible facilities were created catering for able-bodied and disabled supporters alike. This includes a number of hospitality suites and GA provisions which are accessible to all disabled users. In addition, new press/media facilities were created. The press room and press conference areas are fully accessible. The press viewing positions are not accessible.
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	The refreshment outlets in the Main Stand, Kop and Anfield Road Stand have lowered counters.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	An ordering service is provided on the upper levels of the Main Stand and the new wheelchair tribunes in the Kenny Dalglish Stand.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	All restaurants and bar areas can be accessed by all disabled supporters.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	The executive boxes and hospitality suites are accessible. There are viewing positions provided for the suites in the new Main Stand but there is no associated viewing position available for the

	boxes and suites in the Kenny Dalglish Stand. However, these can be adapted to accommodate a wheelchair user.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	24.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	There are currently no plans to increase wheelchair positions within hospitality suites.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	Through staff training and making reasonable adjustments we have improved accessible services for partially sighted/blind spectators, hard of hearing/ deaf spectators, learning disabled spectators, spectators with mental health conditions and assistance and guide dogs. LFC has a number of specially designated disability stewards to support our disabled supporters throughout the stadium. We have increased this provision during summer 2017 and provided training by Enhance the UK. Digital audio commentary for visually impaired supporters is available for all areas of the Stadium. The audio unit offers a pre-set choice of three commentaries: two from local radio stations and LFCTV commentary. Headsets are provided. Hearing loops are fitted at the ticket office, retail store and at low counter kiosks in each stand. The Club has a dedicated contact email and telephone number for disabled fans. All low counter kiosks have an alternative format of the menu to hand, printed in black size 16 font on yellow paper Our stewarding team will facilitate guide dog spending on request.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	The press room and press conference areas are fully accessible. The press viewing positions are not accessible. However, we can offer a member of the press one of our accessible positions in close proximity to our designated press area.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	We continue to consider options for the potential space identified for a Sensory Room. We hope that we may have some provision in place during the winter for the 17/18 season.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None.
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	New access/exits points were created in the Main Stand development to allow disabled supporters to access/exit the various GA and hospitality areas of the stand. As part of the stadium improvements for disabled supporters we are creating new ramp access and exit for away fans in the Anfield Road Stand which will exit them on to Anfield Road. New emergency procedures using existing routes are in place for the wheelchair tribunes in the Kenny Dalglish Stand.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes, accessible entrances are used as exit routes also.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes. This is held by the matchday safety team as part of their operational plans.

4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	Training in evacuation forms part of our NVQ Level 2 in Spectator Safety. Specific evacuation training for disabled supporters is provided to safeguarding and disability support stewards whom oversee supporters in accessible areas. Any discrepancies identified during the season are highlighted and addressed as soon as possible.
5	Are all Refuge Areas clearly marked and designated?
	All Refuge Areas are clearly marked by appropriate signage. Emergency Voice Communication (EVC) systems are in place in each refuge area to allow communication with a control point in each stand.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. We will also be exploring suitable audit options to explore access in other areas of the club.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None.

Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	<p>Through staff training and making reasonable adjustments we have improved accessible services for partially sighted/blind spectators, hard of hearing/ deaf spectators, spectators with learning disabilities, spectators with mental health conditions and assistance and guide dogs.</p> <p>LFC delivers a variety of Equality & Diversity workshops detailed under 'Staff Training' above. Stewards have completed Equality & Disability Awareness module as part of NVQ level 2 certificates in Spectator Safety. All stewards receive an induction and orientation of Anfield including location of accessible facilities. Stewards' briefings occur before each match where key messages are communicated. Our disability stewarding team has received training in working with disabled people provided by Enhance the UK. We are part through providing our workforce with Autism awareness training as part of a city-wide project. We are exploring expanding our Makaton training so that we may achieve Makaton friendly match-days.</p>
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	<p>Permanent members of staff receive updated training in line with any policy updates every 6-12 months or when a training need is identified. Permanent staff are part of our annual performance review process where individual training and development needs are identified. Casual workers will receive an induction and orientation at the start of each season and when they join the workforce. Training on a variety of topics will be delivered as required throughout the season.</p>
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	<p>Our most recent accessible stadia audit was completed in December 2016 by Wilson Owen Owen. We will be commissioning a follow-up accessible stadia audit in Autumn 2017 to take account of stadium improvements and to identify any additional areas for consideration. Our intention is to carry out a gap analysis on any outstanding areas from an Access Audit based on the information and assurances we have been given by Peter Kay. We will commission this out as soon as we have had confirmation that this will be the case and consistent with the approach of other Premier League clubs.</p>
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	<p>We have regularly consulted with the Liverpool Disabled Supporters' Association and our Supporters' Committee regarding our plans for accessibility. Consultation with these parties has occurred as part of their regular meetings or at specially convened meetings to bring these groups up to speed with our plans and in order to gain feedback. Both groups have been very supportive of our plans.</p>
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	<p>We presented a range of options to introduce additional wheelchair spaces to the LDSA and their feedback for more elevated positions, whilst retaining the existing pitch side positions, was adopted. We also took on board their feedback in altering pitch side positions in the New Main Stand to being companions closer to wheelchair users.</p>
3	How are your clubs plans in this area communicated across all interested parties?
	<p>The club issued a number of announcements confirming its stadium accessibility plans for the 2017/18 season, the submission of planning applications relating to the accessible stadia works and a piece confirming work has begun at Anfield. In addition to being publicly available on the club's website and social media channels, the announcements were also shared with the Liverpool Disabled Supporters Association and the LFC supporter's committee disabled fan representative.</p>

	Ahead of the new season, the club intends to deliver positive communications and host a media day to highlight the extensive work undertaken during the closed season and showcase the improved facilities available to fans.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Our web developers are working with DIG Inclusion to improve the accessibility of the LFC website - focusing on areas of highest traffic and pages specifically for disabled supporters. We are exploring online ticket sales facilities and we are undertaking development and user testing at present. We hope to be able to move this forward later this year.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	The season ticket waiting list for wheelchair users is completely cleared. There are currently 30 people on the ambulant season ticket waiting list. These supporters will be offered a season ticket in chronological order and in accordance with the non-disabled supporters too. Currently the supporter who has been on the list the longest applied in 2006, and we will offer this supporter and the subsequent supporters a Season Ticket when the supporters on the non-disabled STWL from 2006 are offered. The season ticket waiting list is currently cleared to 2002/3.
6	How do you promote the availability of tickets for people with disabilities?
	Our tickets are advertised through the usual channels - web, media etc. Due to increased capacity for disabled supporters we are reaching out to new supporters to welcome them to Anfield.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Our access guide for 16/17 season is available here. This will be updated during summer 2017.
General Club Comments	
Please express any other comments, observations or issues you would like to raise.	
1	Ahead of the Premier League Club agreement to comply with the Accessible Stadia Guidelines by August 2017, Liverpool FC had already demonstrated a commitment to improving facilities for our disabled supporters. Despite the historic structure of the stadium, the club has made an incredible amount of progress at Anfield (in advance of the Main Stand development) by listening to fans with disabilities (LDSA and supporters committee) and developing the areas that are important to them. We've made a number of improvements to our wheelchair supporters' viewing provisions over a number of seasons which took us to a total of 110 for the 2015/16 season. In addition, we made improvements in terms of facilities (hearing loops, audio commentary, lower counters, signage, level paving and accessible menus), we provided training to our workforce to improve how they interact with our disabled supporters and we also brought improvements in communications in terms of access guides. We were only the second club to introduce a changing places facility. The club set out its wider approach to redeveloping Anfield Stadium. Accessible stadia requirements were considered as part of this two-stand development programme for the Main Stand and Anfield Road Stand. As stated elsewhere, the Anfield Road stand development is not yet progressing to construction however compliance with ASG is progressing regardless.

Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

July 2016 - the stadium perimeter was made a vehicle free zone.
August 2016 - the club completed an accessible tarmac space to the east side of the stadium. With a pre-bookable shuttle, buggy service from the Orange Car Park.
September 2016 - identified rest points established around the east, north and west side of the stadium.

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.

These areas are covered in the Access Statement, but a brief overview follows:

Rail/Metro link Stop - there is a regular metro service from Ashton and Piccadilly Station to the Etihad Stadium, before during and after matches. The access route from the Metro stop, includes a well-lit, stepped area with contrast and an elevator. The tram itself is fully accessible and services after the match are managed to allow easier access for disabled supporters.

By Car- the Etihad Stadium is easy to reach from all major highways, with clear signage directing supporters to Sports City, as you get nearer to the stadium there is clearer and more specific signage to identify appropriate routes and car parks. (the stadium and each car park have specific post codes).

Taxi – there is a designated taxi collection and drop off area, that is on an adjacent street, just off the campus.

Pedestrian Access - there are several routes of access from the City Centre (approx. 30min walk).

Cycle Access - there are designated cycle racks around the stadium perimeter.

Bus Access - several bus routes run along Ashton New Road, stopping directly outside the Etihad Stadium. These include buses with lowered floors and ramp access.

Access to the stadium is generally level, but visitors to the Etihad Stadium should note that:

The access route from Etihad campus Metrolink Stop - includes steps, but there is an elevator, that is managed by staff on matchday.

Joe Mercer Way - there is a designated route from the Blue car park entrance point to the stadium perimeter, this has a slight gradient with no steps. We operate a shuttle buggy from the start of the access route to the Club shop.

Ashton New Road (paved area) - there is a stepped access route to the south of the stadium, with an accessible ramp access adjacent to this.

3 What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

October 2017 - we have identified further work to complete on the pedestrian crossing points on Yellow car park on the west side of the stadium, to ensure that the crossing points match up and follow a logical route. There will also be Installation of tactile crossing points and establishing safe walking area from our disabled parking bays in the Yellow car park.

4 Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?

No

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	In July 2016 - the stadium perimeter was made a vehicle free zone, as a result of this, the perimeter parking was moved. In August 2016 - the club installed an accessible tarmac space to the east side of the stadium in the Orange car park. This consists of 98 ambulant car park spaces and 83 wheelchair accessible spaces. We have extended the shuttle buggy to provide a pre-bookable service from Orange car park to the stadium perimeter.
2	How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	There are 542 (13% of 4187) accessible parking spaces, that are allocated on a seasonal basis (free of charge). We also provide some additional spaces on a match by match basis.
3	How many of the matchday disabled parking positions available by August 2017 will meet with ASG recommendations?
	135 (25%) of the 542 accessible parking spaces include the hatching and specified dimensions for accessible parking. The remaining spaces (407) are allocated as "ambulant" accessible spaces. All our accessible parking spaces on an even, well-lit space that is managed by staff on the day. We also offer additional accessible parking to away supporters who require more accessible parking. The majority of the accessible parking is allocated on a season basis, we do also allocate a number of match by match spaces.
4	Of all matchday disabled parking positions available by August 2017, what is/will be the maximum distance between a marked disabled parking positions and a designated disabled entrance?
	The Blue car park is approximately 900m to the South Stand. The buggy is in operation for this route. The Orange car park is approximately 450m to the entrances W and S.
5	By August 2017, approximately, what % of marked disabled parking positions will be located at (or close to) this maximum distance?
	All of the Blue car park (66% of total accessible parking provision) will be located at the maximum distance.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	We do not have any official off-site parking.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	On request, we can allocate drop-off access as close to the stadium perimeter as possible.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	N/A
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	No
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	May 2017 Metrolink Stop - Transport for Greater Manchester have completed additional work to resurface the stepped route, add contrast and step edges. We have identified the need for additional tactile signage and audio feedback in the lifts.

2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	There are only two stepped areas when gaining access to the stadium vicinity. These are to and from the Metrolink stop, where there is an elevator in operation, and on the south of the stadium that joins the pavement to the perimeter, where there is also an accessible ramp adjacent.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	Yes, see above.
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes
5	Will tactile paving be in place at drop-off and pick-up zones?
	This has been identified as an area to develop, we have identified where these will go and are working towards getting these installed by November 2017.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	No
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	We review the signage on a regular basis, to ensure that is clear, that it continues to be accurate and reflects any wider changes to the stadium or area around it. Most signage is elevated and therefore is not tactile. We have identified the need for additional tactile signage in the lift points and aim to have this in place for October 2017. We have identified the need for additional signage to indicate Accessible Parking areas, these have been agreed and are due for installation in October 2017. The Access Team are also on hand to assist on matchdays.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	Website - we have undertaken a review of the Access section of the website to look at the layout, content and how the location and information is signposted. Access Statement- there are links to other key documents on the Access page of the website, the Access Statement provides a detailed overview of information that a supporter can use to plan their visit to the stadium. This is available in a text only version. Access Video - key areas of the Access Statement and stadium access are shown in the Access Video. This can be found directly on the Access Page. We have reviewed the Access Statement and aim to produce the new video for December 2017. We use the Audio Commentary Service to broadcast key information to the supporters who access this service. We have also developed the Automatic reply function for the Access@mancity, to communicate key information to supporters. Additional Mailers - we have a range of additional information that we send out to supporters, with tickets and products.

	Use of @ManCityHelp, the official service Twitter account, whether it is tweeting club specific information or information from opposing clubs and/or relevant external organisations (transport, Level Playing Field, etc.).
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>Completion of the South Stand - as part of this process, accessibility was factored into the following aspects:</p> <p>South Stand Ticket Office - lowered counter, induction loop and well-lit area.</p> <p>South Stand Entrance - an additional accessible route, with level surface and lift access.</p> <p>Induction Loops - portable loops are located at all reception points, there are also designated counters (with signage) where induction loops are installed.</p> <p>Lowered Counter - all ticket sales and collection points include a lowered counter.</p> <p>New Hospitality Provision - our new hospitality provisions that will be open for August 2017, will include fully accessible routes and facilities for disabled supporters and visitors, including 2 additional wheelchair positions and personal assistant provision.</p>
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	<p>Yes, the all ticket outlet points incorporate:</p> <ul style="list-style-type: none"> • Good lighting • Lowered counters (at all service points) • Designated Induction points, that are clearly signed <p>Please note that on a matchday the perimeter is a vehicle free zone and as such parking would be on the designated car parks (approx. 250m distance), we do provide a shuttle buggy to the perimeter. The areas outside are managed by staff, who are on hand to guide and assist. There are also staff around to signpost supporter to the ticket areas.</p>
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes, all entrances are marked clearly, the designated accessible entrances also include the universal symbol of disability for further guidance.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes, all reception and hospitality areas have doors that are automatic. The designated Accessible entrance points (D, H,S, W and M1-Lift Access) have level access routes, doors remain open and a team of staff are on hand.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect, these works to be complete?
	None
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	No
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	There has been a substantial piece of work undertaken to add additional contrast on grabrails, access points to wheelchair positions. There has been a substantial piece of work undertaken to

	add contrasting bands on each of the columns on the tower access routes around the stadium. We have identified the need for additional tactile signage in the lifts, and audio feedback. As part of the South Stand installation, additional ramps were added as part of the super risers and additional contrast added to steps, pillars and columns on internal routes. All lifts are managed by staff on matchday, with the area outside clearly hatched and signposted.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes. We have 5 accessible lifts in operation on a matchday that are linked to the accessible entrances, all have staff on hand to provide additional guidance and support. These measures ensure that supporters can access each level of each stand. These lifts are also accessible for supporters who require wheelchair or mobility scooter access. There are additional lifts that operate in Hospitality and corporate areas. These are managed by staff, are well lit, with a level access and signage. Finally, there is a further lift in place at the Club Shop, again this has signage and is well lit.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	No
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	South Stand Installation- as part of the process of installing super risers additional ramps were installed to join these on to the concourse. Additional ramps will be installed as part of the wider reconfiguration work on Level 1.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes, the concourse areas are large, well-lit and managed by staff. The access routes from the entrance to these areas are managed by staff.
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	No
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

	<p>Additional wheelchair positions - we have installed two additional spaces making our total number to 256.</p> <p>Level 2 Platform Extension - We have extended the wheelchair platforms on Level 2, this has created more space, further work will be completed to ensure the wheelchair positions and carer seats are adjacent to each other ahead of the 2017-18 season.</p>
2	<p>What will the total capacity of your stadium be in August 2017?</p> <p>55,023</p>
3	<p>According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?</p> <p>240</p>
4	<p>How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?</p> <p>256 (excluding box level).</p>
5	<p>How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?</p> <p>256</p>
6	<p>Of the total wheelchair positions provided by August 2017, how many will be elevated?</p> <p>All 256 are elevated. Currently, supporters who require a wheelchair position are unable to access a pitch-side provision. Consultation took place with the Manchester City Disabled Supporters Association and Level Playing Field during the South Stand expansion ahead of the 2015/16 season. As part of this consultation it was identified that there were operational and safety challenges that would be detrimental to the supporter experience, and could have significant impact on accessing basic provisions such as washrooms along with food and drink. Following these discussions, it was mutually agreed not to proceed with the pitch-side seats however we continue to monitor the potential for this.</p>
7	<p>Of the total wheelchair positions provided by August 2017, how many will be pitch-side?</p> <p>None</p>
8	<p>Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.</p> <p>There are wheelchair positions in each of the four stands, across each level (except L2 in the North Stand and Level 3 of the South stand).</p>
9	<p>Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?</p> <p>10% of the allocation would equate to 23 positions and we currently provide 21 visiting supporter wheelchair positions. We have identified a way to offer visiting clubs a way to increase this to 23 positions, upon request, however this is not a permanent solution. We are working to ensure that there are 24 wheelchairs permanently allocated positions for visiting clubs. Our current timeline to achieve this is for October 2017.</p>
10	<p>If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).</p> <p>N/A</p>
11	<p>Please provide the name of your appointed architect (if applicable).</p> <p>N/A</p>
12	<p>Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.</p> <p>a)256</p>

	b)0 c)256																				
13	How will wheelchair positions be distributed across the stadium?																				
	The following table provides a breakdown of locations																				
	<table border="1"> <thead> <tr> <th>Stand</th> <th>Level 1</th> <th>Level 2</th> <th>Level 3</th> </tr> </thead> <tbody> <tr> <td>Colin Bell Stand</td> <td>34</td> <td>24</td> <td>14</td> </tr> <tr> <td>North Stand</td> <td>31</td> <td>0</td> <td>0</td> </tr> <tr> <td>East Stand</td> <td>32</td> <td>24</td> <td>14</td> </tr> <tr> <td>South Stand</td> <td>56</td> <td>27</td> <td>0</td> </tr> </tbody> </table>	Stand	Level 1	Level 2	Level 3	Colin Bell Stand	34	24	14	North Stand	31	0	0	East Stand	32	24	14	South Stand	56	27	0
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14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.																				
	No, we have super risers installed in the North and South Stand on Level 1.																				
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?																				
	All 256 Wheelchair positions offer a fixed installation companion seat. 134 of these are adjacent to the wheelchair position. In addition to this a further 32 are located directly in front of the wheelchair position.																				
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.																				
	No																				
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.																				
	N/A																				
18	How many seats will be designated for ambulant disabled spectators by August 2017?																				
	Although we have identified that Ambulant supporters can sit anywhere in the stadium, due to the locations of the lift and level entrance points. We have (subject to availability) additional seating that are suited for specific ambulant access needs. These include: <ul style="list-style-type: none"> • 113 heightened seats on Level 1 (no arm rest) • 168 seats that can be accessed with less than 7 steps, across all levels and each stand 																				
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?																				
	N/A																				
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?																				
	We are currently working towards ensuring that every wheelchair position in Level 1, will have the companion seat adjacent to the wheelchair position. We are aiming to complete this by December 2017.																				
Toilets for Disabled Spectators																					
A Location and Design																					
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.																				
	We have completed additional work on the interior to meet ASG guidance. This includes: <ul style="list-style-type: none"> • Installation of modesty curtains, shelf and mirrors • Ensuring there is appropriate contrast inside • Review of wayfinding signage • Checks and replacement of RADAR locks 																				

	<ul style="list-style-type: none"> • Ambulant cubicles in the general toilet areas • Additional hatching painted outside to highlight the space in front • Additional signage, highlighting that not all disabilities are visible
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	Yes
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	The toilets are accessed by RADAR key and staff also monitor the areas.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes, we have 42 accessible toilets and an additional Changing Places Facility.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	<p>We have a Changing Place facility that was introduced in October 2016. The changing place includes:</p> <ul style="list-style-type: none"> • Height adjustable sink • Shower • Hoist • Changing Bed • We provide disposable aprons, gloves, bed covers and wipes
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes, within each toilet block there are designated ambulant cubicles, with an outward opening door and extended space.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect, these works to be complete?
	N/A
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	No
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> • All internal food kiosk points have designated access service points and lowered counters • South Stand Hospitality- this has created an accessible Hospitality area, which provides PA seats next to the Wheelchair position • The installation of a new Food Kiosk, with an accessible lowered counter • A further roll out of induction loops at key food points inside the stadium • A new Hospitality area, that will be fully accessible, with an additional 2 wheelchair positions
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes

3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	We operate this service in the South West/East corners where there is no direct access to the refreshment concession areas.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Yes
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes, these areas are fully accessible, including provision for Wheelchair viewing positions, with lift points at close proximity. These access routes are level, well-lit and are managed on matchday with staff.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	There are 25 specific hospitality wheelchair positions (13 on the Legends Balcony, 12 in the other hospitality areas including the new provision). Each of the 67 Hospitality Boxes are accessible.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	Not at present.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	<ul style="list-style-type: none"> • We offer a complimentary Audio Commentary Service • Shuttle buggy operating between the car parks • We have established rest points around the outside of the stadium • Handheld menus • Drinking Straws • Winter warmer packs (containing Foil ponchos and handwarmers) • Assistance dog orientation visits • In our new training plan, Hidden Disabilities is included as part of the Disability Awareness module • We have introduced additional signage for toilets, stating that not all disabilities are visible • Additional Training for Supporter Services staff on Autism
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes, we would manage this on request and on a match by match basis.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	We are currently undertaking internal & external reviews including an assessment of need and requirements for a sensory room which will be completed by early August. We will then review this information, present the findings and make recommendations to the Senior Management Team by the end of October 2017. Alongside this the club will be launching a sensory support plan for supporters who require a carefully supported transition in to the stadium. This will include orientation visits, more bespoke information and where necessary sensory equipment for supporters to use at their seats.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A

12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	No
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The buggy system has been expanded to include a pre-booked Orange Tarmac Service. Additional contrast work has been added to the towers ramp areas. Areas around the stadium are also well lit and level.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes, this is reviewed as part of the fire plan on annual basis, with the relevant external agencies.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	There are specific Fire Stewards in place during the match these undergo training and an induction period.
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	No
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	The club has undertaken a review of its staff training, and implemented a modular approach to its training for all matchday staff. This involves core modules, including equality and diversity, disability access and disability access and etiquette. Supporter facing staff have been provided with a Disabled Supporter and Access Guide and a Matchday Handbook. Staff who work in Supporter Services have enrolled on the Premier Leagues Open for Business training. The access team have also designed and started a training programme to the Supporter Services team. Stewards undertake additional access training as part of their Level 2 in Spectator Safety training.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	The modular training will be reviewed and delivered annually to all matchday staff. This will also be implemented for new staff throughout the year.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	The Last Audit was completed March 2016. A further audit will be scheduled prior to end of the 2017-18 season.

Communication and Consultation	
1	<p>Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.</p> <ul style="list-style-type: none"> • We consult with the Manchester City Disabled Supporters Association (MCDSA) on an ongoing basis. The consultation consists of meetings (we host 4 per year), ongoing dialogue with the committee and conference calls • The Disability Access Officer, also links in with all areas of the club, such as supporters in Hospitality, Mascots and City in the Community • We also liaise with the Official Supporters Clubs, via the club contact and the key external contact. We also use Cityzens Voice (online forum), as a tool to maintain contact, consult and launch engagement • We completed an Access Survey that highlighted areas to review and develop. This was designed to look at the full experience of accessing the stadium. Looking at before, during and after, the results have been implemented into an action plan, that forms a central document for the access team as we move forward • We work closely with Level Playing Field to seek further guidance and support where necessary • We have launched post-match surveys, for supporters visiting away venues, this measures the supporter experience in relation to the information we provide, purchasing tickets and watching the match
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p> <p>Although, our access audit highlighted areas of development, through consultation with the MCDSA we have been able to focus our work. A good example of this is:</p> <ul style="list-style-type: none"> • In our work to install the level 2 bays for the Wheelchair position, a supporter highlighted that the bay has reduced the amount of leg room for their carer. Following this feedback and a meeting with the Project Manager, we are moving this back a little • The move to reconfigure the wheelchair positions to ensure the companion seat are adjacent (on Level 1 and 2) has been driven from supporter feedback • Removing Perimeter parking and installing an adjacent car park, was through consultation with the MCDSA
3	<p>How are your clubs plans in this area communicated across all interested parties?</p> <p>We communicate on a regular basis with the MCDSA, this includes regular meetings, phone calls and an end of season review. We also use Cityzens Voice, the Club website and @ManCityHelp, (official service Twitter account) to send communication out to the wider supporter groups. Liaison with key external points of the contact including Level Playing Field and the Premier League, is also a significant part of developing wider communication. We also meet with the Disability Coordinator from City in the Community monthly, to ensure that he has up to date information and this can be passed on to his key contacts. Internally, we provide regular reports and updates to Senior Managers within the club.</p>
4	<p>Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?</p> <p>We have an accessible website, and we have worked to get a logical and clear access page. We also “tweet” out additional information via @ManCityHelp and guidance to supporters about how the website can be made more accessible, through a link to the Accessibility page.</p>
5	<p>Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?</p> <p>We operate a general waiting list, and within this there are disabled supporters on this.</p>

6	How do you promote the availability of tickets for people with disabilities?
	<p>The club advises supporters and potential supporters about ticket availability through several channels. This includes:</p> <ul style="list-style-type: none"> • Website • Social Media- including Twitter and Facebook. • The MCDSA and their website • Through City in the Community and their partner schools • Official Supporters Clubs • Local Schools • The Charities Department • The Matchday Audio Commentary Service • Matchday programme • Radio
7	<p>Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)</p>
	<p>The most recent Access Statement can be found through the access page: Link www.mancity.com/access The access page also contains the access video.</p>
General Club Comments	
Please express any other comments, observations or issues you would like to raise .	
1	<p>The club is committed to accessibility on and off the pitch, we continually review the matchday experience for all supporters and as part of this process and the ongoing consultation with our supporters (including disabled supporters) and the Manchester City Disabled Supporters Association, we have implemented several changes and adaptations over recent years. This process will continue as we focus on the reconfiguration, ensuring that accessibility links in to all works and future plans.</p>

Outside the Stadium

A. Transport and Access to the Stadium

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Despite overall car parking capacity having been reduced due to enhanced security measures this has not impacted the number of accessible car park spaces, which is above guidelines. Additionally, we have introduced a shuttle service for supporters who experience difficulties if parked further away from the stadium and do not hold Blue Badge parking permits.
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	There are good public transport links to the stadium including for supporters with accessible requirements however, signage from public transport stops to the stadium could be improved by the addition of lower level signage for wheelchair users, and will be discussed with relevant local authorities. There are currently 300 dedicated accessible parking bays in place at the stadium (above guidelines), geographically dispersed across 4 car parks. Information regarding accessible routes to the stadium, including local public transport is available for supporters to view via our Visiting Supporters' Guide (which has been updated for the 2017/18 season) as well as on our website.
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Using the recommendations of the ASG and the results of a recently conducted Access Audit (by Level Playing Field), work to improve accessibility throughout the stadium will continue beyond August 2017. In addition, general maintenance of facilities across the stadium will of course continue beyond 2017.
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	In October 2016, the club employed an Access Consultant to focus on some areas of accessibility across the different areas of operations. This includes reviewing access routes for supporters into Old Trafford and the information gathered as part of this exercise will then inform future versions of the club's Access Statement.

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	As car parking capacities have reduced due to enhanced security measures we have ensured that any accessible car park spaces have been replaced like-for-like. Additionally, we have introduced a shuttle service for supporters who experience difficulties if parked further away from the stadium and do not hold Blue Badge passes.
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	Old Trafford has around 4,150 car park spaces available to the public. 300 of these are accessible spaces (7%). 122 accessible parking bays conform to the BS8300 standard.
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?

	There are currently 300 accessible parking bays available at Old Trafford. 178 of these are 'blue badge' spaces, with an additional 122 being fully compliant, yellow, accessible bays.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	Minimum distance = 20m Maximum = 222m
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	Less than 1%
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	The club does not utilise any off-site parking for disabled supporters as we have enough on-site facilities to accommodate. However, a mobility shuttle service is provided for supporters with access-requirements from N3 car park both prior and following the match.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	Whilst there isn't a designated drop-off zone, we will continue to make arrangements for disabled spectators to be dropped off at the relevant entrance where necessary.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We will continuously review the demand for accessible parking, and make changes if required (however, we currently provide more than the required facilities).
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	N/A
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Additional drop kerbs have been installed on external routes.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Not all routes will be level due to the existing contours around the stadium, however, we make all routes as accessible as possible and employ a team of access stewards to provide assistance where required.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	No, however, we make all routes as accessible as possible and employ a team of access stewards to provide assistance where required.
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	No, however, we make all routes as accessible as possible and employ a team of access stewards to provide assistance where required. We do meet width and height requirements. An internal study is to be conducted to assess the feasibility of creating formal drop off points for disabled supporters.

5	Will tactile paving be in place at drop-off and pick-up zones?
	We do not have official drop-off or pick-up zones (although that will be reviewed as referenced above); however, we intend to improve tactile paving across the stadium.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The result of the review undertaken by the club's external Access Consultant will influence any additional works in and around access routes. Further to this we are currently undertaking a review of all access routes.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	Due to natural contours, there are a couple of areas outside the stadium that need to be looked at in order to improve access for both disabled and non-disabled supporters.
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	We have upgraded external wayfinding signage, providing stadium maps at accessible height recommendations, as well as installing non-reflective film to internal signage. Additionally, we concluded an internal accessible signage review in August 2017 following the construction of the new accessible facilities, and any outstanding findings are included in our accessibility action plan.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Signage around the stadium has recently been refreshed (beginning of 2016/17 season). This is continually assessed and the club is looking at colour contrasting, and use of upper/lower case lettering, ensuring that signage is suitable for blind and partially sighted supporters. A review is ongoing in regards to the installation of tactile signage around the stadium. This work will be shaped by recommendations from the Level Playing Field Access Audit.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	As well as implementing new & improved signage around the stadium, the club has also improved the quality of information available to supporters online by creating a dedicated landing page manutd.com/accessibility as well as improved supporter communications and access to information available to all supporters, which may not have previously been linked to / emphasised prior to the club assuming responsibility for accessible ticketing. When the club announced its stadium accessibility plans in January 2017, all disabled supporters were sent brochures containing information regarding the changes and how they would be implemented. These were made available supporters online, in large print and in braille.
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Additional designated entrances have been installed for the stadium bowl. We have also improved the lighting within the main ticket office and installed additional audio-induction loops and relocated the lowered counter to the most accessible location.

2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes, all accessible entrances will be clearly marked with signage that is appropriate for disabled supporters and will take into account the requirements of different disabilities (by the start of the season we will have increased from 1 to 4 designated entrances).
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Relevant entrance doors and lobbies have appropriate space and either automatic door opening mechanisms or steward / welcome team assistance.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	The Access Audit conducted by Level Playing Field included a number of suggestions that would improve accessibility around entrances throughout the stadium, including the introduction of manifestations at varying levels and improvement of colour contrasts. These recommendations are currently under review.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	N/A

Circulation Areas

A. Vertical Circulation – Passenger Lifts, Stairs and Ramps

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Lifts are already in place in all areas of the stadium
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Passenger lifts are available throughout the stadium to ensure that all disabled visitors, as well as those with access requirements or mobility issues, can access relevant areas of the ground. However most disabled supporters will be located in dedicated accessible areas which are accessed at ground level.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Staircases leading to dedicated amenity seats will meet recommendations.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes, ramps will be utilised where there are small changes in level. Not all ramps currently meet ASG recommendations, however we employ a team of Access Stewards to provide assistance if required.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Further to recommendations from the Access Audit we are improving accessibility in selected vertical lifts across the stadium, including audio-messaging, mirrors and colour contrasting.

6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	There are certain two-way lifts in the stadium which cannot be adapted to the same degree, therefore preventing all adaptations mentioned above.
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As part of the accessibility works, corridor widths within the designated accessible seating areas have been adjusted to provide appropriate width in-line with ASG recommendations.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	<p>Some, but not all horizontal circulation areas will be theoretically capable of accommodating disabled and non-disabled spectators, however not all concourses/corridor routes will be in-line with all ASG recommendations.</p> <p>Given the changes to original plans (particularly around the location of accessible toilets in the Sir Alex Ferguson stand) and the need to ensure the safety of all our supporters, we were particularly concerned about how these changes would impact the safety of the disabled and non-disabled spectators using shared concourses and exits, particularly at moments of high congestion. Therefore, we took advice from independent consultants, including architects, structural engineers and crowd dynamics specialists, and deemed it prudent to assess these dynamics fully before permanently introducing any new facilities.</p> <p>To that end, a test plan has been devised to assess the use of new wheelchair platforms and associated facilities in a controlled manner during the course of the 2017/18 season, to ensure the safety of, and provide the best possible experience for, all fans. Assessments will comprise of various crowd dynamics modelling techniques, supporter surveys and feedback, as well as real-time observation.</p> <p>Tests started from the first home game of the season in the East Stand, when both disabled and non-disabled supporters used a shared concourse, and exit for the first time. This was followed by a trial of a new wheelchair platform in the Sir Bobby Charlton Stand at our recent Carabao Cup game against Burton Albion.</p> <p>Further tests of other sections of the new wheelchair platforms and facilities are planned throughout the season, including at Premier League and cup games (dependent on cup draws). This is to ensure that assessments cover a number of different match scenarios, such as the profile of the game, kick-off time, competition and police categorisation. For example, as well as having tested at the Burton Albion game, in the coming weeks & months we will also test parts of the expanded facilities in Premier League matches against Tottenham Hotspur, Manchester City and Liverpool.</p> <p>Based on the outcome of the on-going assessments, we will re-evaluate the roll-out plan for the new facilities in due course and update again ahead of the 18/19 season.</p>
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Not all horizontal circulation areas will meet ASG recommendations, e.g. certain areas of the stadium date back to the 1960's and consequently there are structural conditions that prevent some horizontal circulation areas complying with ASG recommendations.

4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The ASG recommendations have been noted, and any future stadium development would incorporate these.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	Certain areas of the stadium date back to the 1960's and consequently there are structural conditions that prevent some horizontal circulation areas complying with ASG recommendations.

Viewing Areas

A. Wheelchair positions

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>We began work on the improvements to Old Trafford's provision for disabled supporters at the end of last season, creating over 157 new positions for wheelchair users, increasing the capacity from 120 to 277 by the installation of new wheelchair platforms and the widening of vomitories.</p> <p>However, as discussed with the EHRC, and as announced in January, the new accessible facilities will be phased over a number of years as we need to relocate a total of over 2,600 loyal season ticket holders, some of whom have held their ticket in the affected areas for over 30 years, with all new facilities planned to be in use for the 2020-21 season.</p> <p>Construction of the platforms was completed on schedule, ahead of the 2017/18 season, but, like any significant building project on an old structure (the East Stand lower tier was built in the 1960s and the plans were not as detailed as we had hoped), we faced a number of unforeseen setbacks that added to the complexity of the project. These included:</p> <ul style="list-style-type: none"> • The discovery of an old, underground pitch irrigation system • Thicker-than-expected concrete – some of which is integral to the stadium's support structure – which necessitated changes to the planned location of new accessible toilets <p>Given the changes to original plans (particularly around the location of accessible toilets in the Sir Alex Ferguson stand) and the need to ensure the safety of all our supporters, we were particularly concerned about how these changes would impact the safety of the disabled and non-disabled spectators using shared concourses and exits, particularly at moments of high congestion. Therefore, we took advice from independent consultants, including architects, structural engineers and crowd dynamics specialists, and deemed it prudent to assess these dynamics fully before permanently introducing any new facilities.</p> <p>To that end, a test plan has been devised to assess the use of new wheelchair platforms and associated facilities in a controlled manner during the course of the 2017/18 season, to ensure the safety of, and provide the best possible experience for, all fans. Assessments will comprise of various crowd dynamics modelling techniques, supporter surveys and feedback, as well as real-time observation.</p> <p>Tests started from the first home game of the season in the East Stand, when both disabled and non-disabled supporters used a shared concourse, and exit for the first time. This was followed by a trial of a new wheelchair platform in the Sir Bobby Charlton Stand at our recent Carabao Cup game against Burton Albion.</p> <p>Further tests of other sections of the new wheelchair platforms and facilities are planned throughout the season, including at Premier League and cup games (dependent on cup draws).</p>

	<p>This is to ensure that assessments cover a number of different match scenarios, such as the profile of the game, kick-off time, competition and police categorisation. For example, as well as having tested at the Burton Albion game, we will also test parts of the expanded facilities in Premier League matches this side of Christmas against Tottenham Hotspur and Manchester City, and early next year in key matches such as Liverpool.</p> <p>Based on the outcome of the on-going assessments, we will re-evaluate the roll-out plan for the new facilities in due course and update again ahead of the 18/19 season.</p>
2	<p>What will the total capacity of your stadium be in August 2017?</p> <p>The maximum capacity will be 75,454 however the capacity will be reduced depending upon competition and the testing of new accessible facilities.</p>
3	<p>According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?</p> <p>The guide advises to have 210 spaces, plus 2 for every 1,000 over 40,000 seats. However, as discussed with the EHRC, and announced in January, the new accessible facilities will be phased over a number of years as we need to relocate a total of over 2,600 loyal season ticket holders, some of whom have held their ticket in the affected areas for over 30 years. Therefore, once all facilities are in use, the capacity of Old Trafford will have decreased to c73,089 and we will be required to have 276 wheelchair positions.</p>
4	<p>How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?</p> <p>As of August 2017, Old Trafford now has a total 277 wheelchair positions, all of which will exceed recommendations, although they will not all be in use for every game until season 2020/21 (as mentioned above).</p>
5	<p>How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?</p> <p>As above</p>
6	<p>Of the total wheelchair positions provided by August 2017, how many will be elevated?</p> <p>All wheelchair positions will be elevated.</p>
7	<p>Of the total wheelchair positions provided by August 2017, how many will be pitch-side?</p> <p>None</p>
8	<p>Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.</p> <p>Wheelchair positions have been built in the Sir Alex Ferguson (North) Stand, East Stand, Sir Bobby Charlton (South) Stand, and in both the North-East and North-West Quadrants. However, only the positions in the pre-existing East Stand and NE/NW Quadrants tier 2 will be in use for every game in 2017/18.</p>
9	<p>Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?</p> <p>12 will be designated for visiting supporters for Premier League games, located on the South-East Quadrant wheelchair platform, directly in front of the visiting supporter ticket allocation. The number of spaces allocated to visiting fans for cup games will vary depending on the cup competition but will range from 6-18. This meets the 10% target set by the Premier League as per rule R.9.2.</p>

10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	While the recommended total number of positions has been constructed, as we announced in January, the new accessible facilities will be phased over a number of years as we need to relocate a total of over 2,600 loyal season ticket holders, some of whom have held their ticket in the affected areas for over 30 years. The EHRC visited us on site and were taken round the building works to view first-hand the significant work undertaken as well as some of the setbacks we encountered, however all building work was completed before the start of the 2017-18 season.
11	Please provide the name of your appointed architect (if applicable).
	Populous
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a) 277 wheelchair positions b) None c) All
13	How will wheelchair positions be distributed across the stadium?
	By 2020/21 we will have wheelchair positions in use across 3 of the 4 main stands, and in the NE & NW quads, which will be distributed as follows: <ul style="list-style-type: none"> • Sir Bobby Charlton (South) Stand – 18 positions • East Stand – 155 positions • North East Quadrant – 8 • North West Quadrant – 8 • Sir Alex Ferguson (North) Stand – 88 positions
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	Not that will affect disabled supporters, although some of the new platforms will create a very slight obstruction for non-disabled supporters in surrounding seating.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All wheelchair positions will have a companion seat beside them, all of which will exceed recommendations.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	All new wheelchair platforms built ahead of the 2017/18 season are 'flexible', i.e. can be reversed to accommodate non-disabled spectators. Therefore, 157 wheelchair positions will be on these new reversible wheelchair platforms when utilised (test plan in place).
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	We began work on the improvements to Old Trafford's provision for disabled supporters at the end of last season, creating 152 new positions for ambulant disabled spectators. We have also tripled the number of viewing positions since 2015.

18	How many seats will be designated for ambulant disabled spectators by August 2017?
	There will be a total of 278 amenity seats in the stadium, although, as we announced in January, the new accessible facilities will be phased over a number of years as we need to relocate a total of over 2,600 loyal season ticket holders, some of whom have held their ticket in the affected areas for over 30 years, therefore not all will be in use until 2020/21 season.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	We will have increased amenity seating in the stadium. Some of this existing amenity seating is 'easy access' with limited walking distance / steps, but all new seats will have extra leg room and grab rails. All supporters who require a carer / personal assistant will be allocated a ticket beside them in the accessible seating area, free of charge. We have a dedicated team of trained Access Stewards, as well as a dedicated Ability Suite, accessible from some amenity seats. Audio-commentary headsets are available for supporters who require the use of them, supporters who notify us in advance are able to bring assistance dogs, and we have accessible toilet & kiosk facilities, with large print and braille menus. We will also continue to make provisions for disabled supporters, or supporters with access requirements, who make use of standard seating by way of issuing lift passes, storing wheelchairs/walking aids, providing dedicated Access Stewards and offering aisle seats and alternative entrances where possible.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	N/A

Toilets for Disabled Spectators

A Location and Design

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	9 additional accessible toilets have been installed, bringing the total number to 68.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	No, 38 are outside of this range, with a maximum distance of 58m.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	RADAR Keys are only required in areas which are used by both disabled and non-disabled supporters to prevent misuse. Accessible toilets in these areas are also stewarded.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes – all 68 accessible toilets are unisex.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes, other than some toilets are located outside of the 40m recommended travel distance.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	Yes, we have one Changing Places facility which was introduced for the 2015/16 season.

7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Accessible toilets can be used by all disabled supporters.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Using the recommendations of the Level Playing Field Access Audit, facilities within accessible toilets will be improved, specifically in relation to colour contrasting, room layout and general maintenance. This work will continue on an ongoing basis.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	N/A
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Some kiosk heights have been revised to ensure they are accessible and we have also provided braille menus, handheld menus and straws in the Ability Suite.
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	The heights of certain kiosks have been revised to ensure improved accessibility and a number of other initiatives have been introduced to improve accessibility for disabled spectators, including braille menus, handheld menus and drinking straws.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	This service is currently offered in two of our wheelchair platforms as standard. We may provide this service to additional areas (this is dependent upon results of the ongoing assessments).
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	There will be an accessible counter, ordering or kiosk service in all areas of the stadium that are used by disabled supporters.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	We have 105 accessible hospitality boxes, which are accessible to all disabled spectators (not just wheelchair users); however the Directors Box isn't fully accessible, which is currently being reviewed. We hold a number of seats / spaces in accessible areas for disabled supporters who use seasonal / purchase match-by-match hospitality.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	As above
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	Accessibility for wheelchair users in hospitality areas will be reviewed as part of commitment to improve facilities for disabled supporters across the stadium.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?

	<p>We offer a number of provisions for people with invisible/hidden disabilities:</p> <ul style="list-style-type: none"> • Large print, braille and hand-held menus • Audio induction loops • 'At seat' service • Front facing tills or printed bills • Trained BSL staff • Enhanced signage • Bespoke queue management • Additional rest points • Wheelchairs can be borrowed to move round/within areas • Access Steward assistance where needed
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Upon receiving a request for an accessible position by a member of the media, the individual(s) would be able to access the press lounge and be able to watch the game from an appropriate viewing position (e.g. an executive box). It is ensured that the same facilities are available to them (e.g. internet connection, match playback etc.)
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	We have liaised with the Premier League, Premier League Charitable Fund as well as other stakeholders and are reviewing options to increase provision in this area.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Using the recommendations of the Level Playing Field Access Audit, signage reviews will be conducted on an ongoing basis.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Designated entrances / exits have been installed as part of the accessibility project.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Not necessarily, as some disabled supporters could use more than one exit which are all appropriately signed/staffed.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	The current Stadium Safety Manual outlines detailed protocols regarding evacuation of the stadium including those fans with accessibility needs. In the next version (to be completed during the 2017/18 season) of the safety manual a dedicated section will be developed to specifically outline procedures for the evacuation of spectators with accessibility needs.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?

	All stewarding staff are NVQ 2 qualified in spectator safety they also receive pre-match briefings and information related to all safety and security procedures.
5	Are all Refuge Areas clearly marked and designated?
	No, we have a programme in place to address this. This is expected to be completed during the 2017/18 season.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	As new entrances / exits are implemented throughout the next three seasons, we will continuously review what works are required.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	All Ticketing & Membership Services staff members receive training on accessible ticketing as part of their induction into the department. This includes one-on-one coaching with a team member, as well as training from the dedicated Training & Resource Team within T&MS. Staff members also complete the Premier League 'Open for Business' online training, and complete assessments on their product and topic knowledge once per season. All stewards undertake NVQ2 qualifications and complete eLearning modules. Access stewards recently completed a disability awareness training delivered by Level Playing Field.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	Seasonally, or as and when any policies / procedures are updated / changed. All staff are regularly updated on club achievements and initiatives in this area.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Yes. Access audit completed in March 2017.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	As noted above, at the end of last season we commenced work on a major construction project to improve Old Trafford's provision for disabled supporters, creating over 157 new positions for wheelchair users, increasing the capacity from 120 to 277 by the installation of new wheelchair platforms and the widening of vomitories. Prior to commencing this work we carried out very extensive consultations with disabled and non-disabled supporters, and with other stakeholders. This included, amongst other things: <ul style="list-style-type: none"> Seeking input from thousands of supporters (both disabled and non-disabled) via multiple detailed questionnaires/surveys.

	<ul style="list-style-type: none"> • Consultation with MUDSA (Manchester United Disabled Supporters' Association). They are our Official DSA, and we have a good relationship with the Secretary who is in regular contact with the Head of Ticketing & Membership and Director of Venue. • Seeking feedback from non-disabled supporters groups. • Consultations, both formal and informal, with other stakeholders and interest parties, including a range of major charities representing the interests of disabled people, Level Playing Field and the Premier League. • Ongoing discussions and meetings with the EHRC since June 2015.
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	The feedback gathered from our consultations was extremely valuable and has shaped / impacted on our plans in various ways. By way of (non-exhaustive) example, as a consequence of the consultations we have adjusted our pricing policy for disabled supporters, adjusted the requirements for proof of disability, and determined that our works to improve the provision for disabled supporters at Old Trafford (and the consequential relocation of thousands of existing season ticket holders, some of whom have held their ticket in the affected areas for over 30 years) should be phased over a three year period.
3	How are your clubs plans in this area communicated across all interested parties?
	Our project to improve Old Trafford's provision for disabled supporters was the subject of a major publicity campaign, with multiple communications being issued online, in print and on social media channels. Our press release and accompanying video can be accessed via the link below: http://www.manutd.com/en/Home/All-Red-All-Equal/All-Red-All-Equal-News/2017/Jan/manchester-united-confirms-stadium-accessibility-plans.aspx An example of a more detailed communication to supporters can be viewed here: http://www.manutd.com/pix/emails/Files/2017/Important-Information-Online-Feb2017.pdf More broadly, we have regular formal and informal communication with key stakeholders. We also hold four Fans' Forum meetings each season, the minutes of which are published on the club website. We regularly communicate with disabled supporters (as well as other affected supporters) with updates and information on our ongoing plans and stadium development work.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Manchester United is undertaking an initiative to improve accessibility across the full digital estate. As part of this, we are working with DigInclusion (as recommended by the Premier League) to achieve the principles of WCAG 2.0 level AA. The club is also working to continually enhance accessibility with regards to supporter communications.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	We have a waiting list for Season Tickets, which currently has 566 supporters registered; c200 of these are wheelchair users.
6	How do you promote the availability of tickets for people with disabilities?
	Disabled supporters are included in all marketing communications, pre/post-cup draw communications, Membership renewal communications where relevant, to ensure they have all of the information they need. We also have a dedicated landing page on our website, which details the process supporters need to follow to obtain / apply for tickets.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)

Yes, the current access statement can be found here:

http://www.manutd.com/pix/Emails/Accessibility/MUFC_Access_Statement.pdf

The club will be working with The Premier League and DisabledGo to produce an enhanced Access Statement during the 17/18 season and will add further detail to this document to ensure disabled supporters receive the best experience possible when visiting Old Trafford.

General Club Comments

Please express any other comments, observations or issues you would like to raise .

1 N/A

Newcastle United

A	General Information
1	What will the capacity be at the start of 2017/18 season?
	52,354
2	What year was the stadium constructed, (please split by stand as necessary)?
	North Stand 1994 (extended in 2000) East Stand 1972 South Stand 1995 West Stand 1986 (extended in 2000)
3	Does the club have an Access Audit and if so, when was this carried out?
	Yes – completed in July 2013. Currently being renewed, likely to be completed by December 2017.
4	Are there any works currently being undertaken to address accessibility issues at the club? If yes, please describe here.
	<ul style="list-style-type: none">• Dropped kerb being installed in staff car park• Dedicated telephone line for disability ticket enquiries installed• Dedicated email address for disability ticket enquiries installed• Website redesigned and updated• Appointment of full-time Lead Safeguarding, Welfare & Equality Officer (inclusive of DLO role)
5	Are there any works planned to address accessibility issues? If yes, please describe here.
	Between August and the end of December 2017, the Club hopes to have completed the following works:

	<ul style="list-style-type: none"> • Installation of two Changing Places toilets (one in the East Stand and one on Level 7 of the stadium close to corporate areas, the family enclosure and away fans). • Installation of a sensory room viewing area • Installation/replacement of hearing induction loops in the two main reception areas of the stadium, the box office, Nine Bar and Terrace Bar • Improvements to accessibility of the media suite, including ramp and lowered workstations • Audit of all signage • Re-painting of all disabled parking bays • Re-painting of access ramps and landings as required • Text phone facility to be renewed in the non-matchday box office <p>At the end of the season the Club also plans to undertake the following:</p> <ul style="list-style-type: none"> • Installation of a further 78 wheelchair positions • Installation/allocation of 235 accessible/amenity seats (ratio currently being determined) • Installation of raised walkways in North and South stands to improve visibility • Improvements to toilet cubicles in all stands to make more accessible to ambulant disabled supporters • Improvements in accessibility of corporate hospitality areas
B	Outside the Stadium
1	Please describe your public transport access plan including details of main public transport hubs serving the new stadia.
	<p>A detailed public access plan for the stadium is available within our Access Statement on our website. This can be found at https://www.nufc.co.uk/fans/info-for-disabled-fans/</p> <p>As an overview, the city's main bus terminal (Haymarket) is located approximately one mile from the stadium. Gradient and topography of approach to the stadium varies depending on route taken. The nearest Metro station (St James) is located less than 50m from the ground. There is a potentially gradient for wheelchair users on the approach to the stadium.</p> <p>The nearest mainline train station (Central) is located approximately 1.1 miles from the stadium. Bus services to the ground operate from the train station, as do regular taxi services. Gradient and topography up to the stadium varies depending on route taken.</p>
2	Are each of the main public transport hubs serving the stadium fully accessible?
	Yes.
3	Are there designated coach/car drop-off points within 50m of a designated disabled entrance/s?

	<p>Due to a recent agreement to close several roads around the stadium on match days, coach/car drop-off points are only available within 50m of the West, East and North stands and at set times. Supporters can be dropped off on Strawberry Place pre-game (road located outside the south stand) but pick-ups after the game cannot be made from the same location until after the road closure here has been lifted.</p> <p>The Strawberry Place road closures are scheduled to last 40 minutes in total - 20 minutes prior to the end of the game and 20 minutes post-game. The road outside the East Stand (Leazes Terrace) will also be closed this season from one hour before kick-off until 20 minutes post-game. Drop-offs in the North Stand car park are available at all times during a match day. It is roughly 200m from this point to the furthest access point away in the South Stand.</p>
4	<p>How many parking bays specifically designated for disabled people (with relevant markings are per BS 8300) will be available in total at the start of 2017/18 season?</p>
	<p>30 - these bays are used by season ticket holders as demand is high.</p> <p>In addition, where possible we make further bays available to disabled supporters (typically this depends on the logistics of the car parks for each game as all bays are managed and pre-booked). Additional bays are made available match-by-match to home fans and visiting away fans but are not marked as per BS 8300.</p>
5	<p>Are car parking areas for disabled supporters supervised by stewards on match days?</p>
	<p>Yes.</p>
6	<p>Of the designated disabled parking spaces available, what will be the furthest distance a disabled supporter would have to travel between space and a designated entrance (approximates)?</p>
	<p>Away fans – less than 50m Home fans – up to 200m depending on which access point is required</p>
7	<p>Are all approaches from parking bays and drop off points level?</p>
	<p>The surface of all roads from drop-off points are level. There is a challenging gradient which runs down from the north to the south of the stadium that should be noted when planning routes into the stadium.</p>
8	<p>For spectators with visual impairments, is appropriate tactile paving provided at designated drop-off points and relevant highway crossings?</p>
	<p>Yes.</p>
9	<p>Will appropriate signage be in place along access routes – for example, eye-level, nonreflective, high-contrast and braille provision?</p>
	<p>Signs currently do not have braille markings.</p>
10	<p>Will you be providing any other, additional facilities/services in this area that you would like to mention?</p>
	<p>Disabled parking is free of charge and is available to both home and away fans on a first come, first served basis. The club also offers personalised accessibility support by employing both the full-time DLO / DAO and a match day Disabled Liaison Steward. To arrange support, fans (both home and away) are encouraged to contact the club in advance of games and agree details.</p>

C Entering the Stadium	
1	Do all ticket outlets have dropped counters, induction loops, good quality lighting and shelter?
	Dropped counters: no Induction loops: no Good quality lighting: yes Shelter: yes
2	How many designated entrances are there for disabled supporters?
	14 in total. These are a mixture of designated access gates and lifts that provide direct access to the inner concourses of the stadium.
3	Are designated entrances of suitable width and level openings capable of accommodating wheelchair users and their assistant/s?
	Yes.
4	Are all designated entrances the same as those used for exiting the stadium? If not, please explain.
	Yes.
5	Are all designated entrances stewarded on match-days?
	Yes.
6	Are there separate designated entrance/exit for disabled away supporters?
	Yes – with lift access direct to the seating area.
7	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Over the course of the season we plan to install a Changing Places toilet on level 7 of the stadium.
D Circulation Areas	
1	Are all areas of the stadium accessible via well designed general passenger lifts or platforms lifts? Are there any areas of the stadium not accessible by lifts? If so, please explain.
	Yes – all areas requiring access are supported by passenger lifts
2	Are ramps in place in all locations where there are modest changes in levels (ie. less than 2m)?
	Yes.
3	Where escalators are in place, will there be a proximate suitably designed lift to accommodate wheelchair users and other disabled supporters?
	N/A
4	Are all horizontal circulation areas and concourses sufficiently wide to accommodate wheelchairs users alongside other non-disabled supporters?
	Yes.
5	What consideration has been given to minimising travel distances of disabled supporters – either to enter or exit the stadium and whilst in the stadium, to access other services (refreshments, toilets and so on)?
	All disabled supporters can access all amenities within 50m of their seats.

6	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	We provide an order and delivery service for identifiable disabled supporters where access to kiosks is made difficult by the volume of people within the stadium.
E	Viewing Areas
1	According to the Green Guide Table 4, what will be the recommended minimum number of designated wheelchair positions required?
	235
2	How many wheelchair positions will you provide in total at the start of the 2017/18 season?
	160
3	Are designated wheelchair positions available in all stands?
	Yes.
4	How many wheelchair positions will be pitch-side and how many will be elevated?
	49 – Pitch-side 111 – Elevated
5	How many wheelchair positions will be available for visiting supporters and will these be located proximate to other non-disabled visiting fans?
	12 – all located in the visiting fan’s area
6	Are all wheelchair positions be offered with a companion seat?
	157 of the 160 are offered with companion seats; three are sold as wheelchair only spaces.
7	Do all wheelchair positions provide uninterrupted views of the game ie have un-obstructed sightlines?
	Yes.
8.	How many seating positions are there for use by ambulant disabled supporters?
	Currently no seats are designated as ‘ambulant’ seats. Ambulant disabled supporters can sit anywhere they choose and box office staff work to facilitate the most convenient and appropriate seat.
9	Are all wheelchair positions within 40m of a disabled toilet?
	Yes.
10	Will you be providing flexible viewing areas – ie those that can be adjusted to provide wheelchair positions or general access seating? If so, please state what the capacity of these areas will be (wheelchair positions or GA seating).
	No – potentially in the future, subject to further consultation and after taking advice from architects and others.
11	Do you provide any fully enclosed viewing areas for disabled supporters? If so, please state how many.
	No.
12	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	The club is able to accommodate the relocation of most supporters with temporary access needs (eg: as broken limbs or other temporary impairments).

1	Do all wheelchair positions have access to suitably designed disabled toilets?
	Yes.
2	Will you be providing a changing places toilet? If so, how many will be provided in total?
	Two Changing Places toilets are being installed during the season.
3	Do your disabled toilets have radar keys and are they stewarded on match-days?
	Radar keys are required and can be provided by stewards. Stewards are also on hand to monitor inappropriate usage or to provide disabled supporters with assistance.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	All toilets for disabled supporters will have appropriate paint contrasts refreshed during the season, as required. All toilets for disabled supporters will have full length mirrors and modesty curtains installed by December 2017.
G	Refreshment Facilities for Disabled Spectators
1	Do all disabled viewing areas have access to refreshment facilities?
	Yes.
2	Do refreshment facilities have lowered counters and sufficiently wide access and circulation to allow full use by disabled supporters?
	Most but not all. Where they do not, personalised service is offered by counter staff.
3	Will you be providing a refreshment order service for wheelchair users unable to access concourse refreshments during half-time? If so, please explain how this will operate.
	Yes. Catering staff will patrol viewing areas during the game to take orders from fans and refreshments are delivered to seats accordingly.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	We will work with our catering partners to ensure scald-proof cup, cup holder and straws are provided at all refreshment kiosks.
H	Retail Outlets and other Commercial Areas
1	Do all retail areas (club shops) have accessible doorways, appropriate circulation space including lifts where relevant, lowered counters and accessible changing facilities?
	Yes.
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	A personalised service at the club shop, where requested.
I	Press & Media
1	Please describe provision that will be made for disabled members of the press/media.
	We adopt a flexible approach where needs are met as required on an individual basis. Discussions to be held to assess level of support required and adjustments will be made accordingly.
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?

	Access to the media suite to be improved during the season, which will include installation of an accessible ramp, lowered work stations and wheelchair accessible position within the seating deck.
J	Leaving the Stadium
1	Are designated entrances and entrance routes the same routes and exits used when leaving the stadium? If not, please explain why.
	Yes.
2	Does the club's evacuation plan make full provision for the evacuation of disabled supporters through horizontal and vertical routes (including lifts and stairs)?
	Yes.
3	Are all refuge areas capable of accommodating disabled supporters, including those in wheelchairs?
	Yes.
4	Can the club confirm that its evacuation procedures will fully involve detailed plans for the evacuation of disabled supporters?
	Yes.
5	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Purchasing and installing 10 additional evacuation chairs.
H	Other information
1	Please feel free to raise any other aspects of provision for disabled supporters not already covered.
	For home fans who are blind or have sight impairments we offer a designated area of seating where match commentary can be accessed via wall-mounted jack ports and an infrared system. Commentary is provided by BBC Radio Newcastle. For away supporters (or home fans who do not sit in the section of seating with the infrared system in place) DAB digital radios are provided, again with a link to BBC Radio Newcastle (or other radio stations as available/requested).

Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

- **Dial-A-Ride service for disabled supporters and their enablers. We pay to make this service free for disabled fans living in the Southampton area. The fully accessible vehicles pick up supporters from their home and drop off in the stadium car park, then reverse the journey after the match. Implemented 2015/16 Season.**
- **Access Statement, website pages for disabled fans, and Visitors Guide to assist fans in choosing the best way to get to the stadium. Implemented 2016.**
- **Shuttle Buses from train station and ferry are now accessible. Implemented 2016.**
- **Disabled parking bays repainted to meet ASG guidelines – completed 16th July 2017.**

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.

Disabled supporters can travel to the stadium in a variety of different ways:

- **Car – we have 73 disabled car parking spaces for home supporters and 6 for away supporters. Home spaces are allocated on a seasonal basis to Blue Badge holders who are season ticket holders. Away spaces are booked via our Supporter Relations Team on a first-come-first-served basis. This is communicated to visiting teams and also on our website and in our access statement**
- **The parking surface is flat and is tarmacked. There are no ramps or steps to negotiate. Drop Off/Collection Point for vehicles displaying a Blue Badge outside the stadium, adjacent to the Ted Bates Statue. There is level access to the stadium from this point, with no ramps, steps or obstacles. Full information available in our access statement and on our website pages for disabled supporters. Disabled supporters who require an alternative drop off point on the opposite side of the stadium are encouraged to contact our Supporter Relations Team in advance for advice.**
- **Dial-A-Ride - service for disabled supporters and their enablers. We pay to make this service free for disabled fans living in the Southampton area. The fully accessible vehicles pick up supporters from their home and drop off in the stadium car park, then reverse the journey after the match.**
- **Train – The nearest train station is Southampton Central, which is just over a mile away from St Mary's Stadium. The station is fully accessible for wheelchair users and staff are available to assist during opening hours. Step free access and wheelchairs are available. There is an accessible shuttle bus service from the train station. The service operates from the south side of the station (Platform 4). Services start two and a half hours before the scheduled Kick Off for all First team matches. Buses will drop off and pick up supporters at Chapel Road. Return buses operate for 45 minutes after the final whistle. Prices, £3 adult return, £2 Child return. Concessionary passes are accepted. This service is open to all home and visiting supporters.**
- **Ferry - Red Funnel provide a comprehensive service, adjusting timetables to accommodate fixture changes and evening matches Full information on accessibility can be found on their website. <http://www.redfunnel.co.uk/ferrytravel/passenger-vehicle-ferryservice/accessibility/>**
- **There is a dedicated Shuttle Bus service operating from Terminal 2 at Southampton's Town Quay. Services are timed to depart five minutes after the arrival of the Red Jet service from Cowes. Further detail as above for the Train Station Shuttle Buses.**
- **The approach to St Mary's is accessible from all directions. The journey from outside the stadium to pitch-side has no steps or ramps to negotiate. If supporters need further information on the wider area, they are encouraged to contact us with details of their**

	<p>direction of travel so we can provide information on dropped kerbs, uneven pavements etc...</p> <ul style="list-style-type: none"> • Coaches – supporters travelling by coach arrive at Britannia Road directly outside the stadium, less than 50m from an entrance. The coaches remain here for the duration of the match. Road closures make it safe to disembark and access the coaches. All coaches carrying disabled or senior supporters are given priority to park nearest to the stadium entrance. <p>An Access Statement has been added to website to assist disabled supporters in choosing the best option. Updated each year. A Visitors Guide has been added to website and is updated each year.</p>
3	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p> <p>Improved signage on the approach to and the outside of the stadium following completion of a full signage audit – currently underway. Signage Audit has been completed, and we expect all new signage to be in place by November.</p>
4	<p>Are there any other relevant issues or circumstances relating to ‘Transport and Access to the Stadium’ that you would like to raise?</p> <p>N/A</p>
<p>B. Car Parking</p>	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017</p> <ul style="list-style-type: none"> • Improved process for booking disabled parking spaces for ease of use by visiting supporters. • Improved renewal process for home supporters –Operations team contact all supporters who hold a space to gain feedback and ensure they are parked in a suitable location. • All marked disabled parking bays have been repainted to meet ASG guidelines, completed 16th July 2017
2	<p>How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?</p> <p>79 in total. (23% of overall parking)</p>
3	<p>How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?</p> <p>56</p>
4	<p>Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?</p> <p>Approximately 70m</p>
5	<p>By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?</p> <p>12%</p>
6	<p>Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?</p> <p>Dial-A-Ride and Accessible Shuttle Bus</p>
7	<p>By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?</p> <p>Yes.</p>
8	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?</p> <p>We are working closely with Southampton City Council and with other authorities in order to improve the provision of drop off points and parking for disabled and non-disabled visitors. This may include a Park & Ride facility, subject to availability of land in the local area. We also hope to develop and expand our footprint significantly over the coming years – although these plans are in their infancy, accessibility is at the forefront of our consideration.</p>

9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	The increase in requirements in terms of space for broadcasters has had an impact on the available parking at the stadium. However, our disabled visitors have always been the priority and none have lost a space as a result of increased pressure.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> • Step nosings due to be painted outside the stadium • Improved signage on the approach to and the outside of the stadium following completion of a full signage audit – Signage Audit has been completed, and we expect all new signage to be in place by November.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	N/A
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes
5	Will tactile paving be in place at drop-off and pick-up zones?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	No
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Full signage audit underway. On receipt of the report we will embark on a programme of replacing or upgrading all our signage to both meet guidelines. We will aim to go above and beyond to create an accessible experience for all. This includes all internal and external signage, for GA areas as well as hospitality areas. We expect completion by November
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Continuous updates to our signage as the stadium develops, in line with guidance.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	N/A
Entering the Stadium	
Some Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Dropped counters Hearing Loops at every window Additional signage Additional manifestation on glass doors and windows at main reception, press entrance etc. Designed to improve visibility for partially sighted visitors.

2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes – at every turnstile/entrance there is a designated entrance for wheelchair users and other disabled spectators.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Every stadium entrance is staffed on a matchday. Multiple members of staff at each location ensure ease of access for supporters who are unable to use turnstiles. Access control is managed by handheld PDA machines, which scan tickets.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Consultation with fans with a view to continuous development and improvement of our facilities.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	N/A

Circulation Areas

A. Vertical Circulation – Passenger Lifts, Stairs and Ramps

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Improved signage completed by August 2017 Repainting of handrails to contrast with walls due for completion August 2017
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	N/A
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	N/A

B. Horizontal Circulation

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Improvements to the colour contrast in corridors to aid navigation for partially sighted visitors. Hatched areas introduced and enforced more effectively at pitch-side. This work began in 2015/16 and is ongoing. Improved signage to direct flow of people more effectively.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes

4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	N/A
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> • Renumbering/mapping of all pitch-side wheelchair spaces for clarity, including additional training for accessibility stewards • Specially designed raised platforms installed for European home fixtures to maintain quality of sightlines for wheelchair user located at pitch-side. • Opening of two raised platforms. One provides raised wheelchair positions available on a match-by-match basis to ensure choice for non-season ticket holders. Another provides raised wheelchair positions for visiting fans within the away section (subject to size of allocation) • Online purchase of tickets for disabled fans available from start of the 2017/18 season
2	What will the total capacity of your stadium be in August 2017?
	32,505
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	186
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	193 – all meet ASG recommendations
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	As above
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	70
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	123
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	Depending on the allocation taken by the visiting club, there are up to 14 pitch-side positions and 9 raised positions. All are in the away supporter's section.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	N/A
11	Please provide the name of your appointed architect (if applicable).
	N/A
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	N/A

13	How will wheelchair positions be distributed across the stadium? Wheelchair positions are distributed across all stands, both pitch-side and elevated.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information. Sightline issues identified in front of the raised platform in the away end, due to the issue of persistent standing. This has been resolved by taking the two rows directly in front off sale and netting them to prevent their use. This has worked extremely well and has been praised by other clubs, including the Arsenal DSA who made use of the raised platform last season.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations? 175 wheelchair user spaces (from a total of 193) have companion seats located next to the wheelchair user. All wheelchair user spaces have a companion seat.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017. A small number of our pitch-side wheelchair spaces are flexible and can be sold to non-wheelchair users on the day of a match. There will always be two wheelchair spaces and two amenity seats available for purchase on the day of a match.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators. <ul style="list-style-type: none"> • Allocating specific amenity seating for ambulant disabled fans, giving priority access to seats with additional leg room, or located at the end of aisle, or with step free access . • Additional deployment of stewards to keep hatched areas in front of wheelchair user positions clear. This monitoring and enforcement helps to ensure clear sightlines are maintained.
18	How many seats will be designated for ambulant disabled spectators by August 2017? Ambulant disabled supporters are welcome to sit in any seat they feel is most suitable for their needs and preferences. However, in addition to seats already occupied by ambulant disabled season ticket holders, we have 202 seats identified as having additional features that may be more beneficial to ambulant disabled supporters.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators? N/A
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise? N/A
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017. <ul style="list-style-type: none"> • Walls painted a contrasting colour (2015) • RADAR locks installed (2015) • Changing Places Toilet installed • New toilet paper dispensers installed – these can be operated with one hand • Toilets reconfigured to ensure facilities including soap dispensers and coat hooks are in the most appropriate location wherever possible • Toilet seats with greater contrast added in accessible toilets.

2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	Yes
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	RADAR locks on the majority of disabled toilets. Stewards with RADAR keys located at other facilities.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	Yes - 33
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	Yes – installed October 2016. One facility available.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Due for completion mid-November. Delay due to the extended works needed to ensure grab rails in cubicles are safe for use. Some toilets completed prior to August 2017.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	When maintenance or replacement works take place, facilities will be assessed to ensure they are always upgraded to a standard higher than the minimum recommendations. Completion of grab rails added to one cubicle in each single sex toilet area due by mid-November.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	N/A
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> • Scald proof cups now available for disabled visitors • Alternative cutlery that is easier to hold now available • Additional chairs with armrests to offer a variety in lounges and suites • Improved signage • Large print menus and information available in catering unit's signage • Changing room in Saints Store now wheelchair accessible and upgraded to include grab rails. • Lower counters in Saints Store for wheelchair users • Automatic doors fitted to Saints Store for ease of use by visitors with mobility issues • Space allocated for disabled members of the press that are fully accessible for wheelchair users and provide the necessary equipment and WIFI connectivity.
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	A half-time in-seat catering service is available for supporters who are unable to, or prefer not to, visit concourse outlets.

	This is referenced in our access statement and our Accessibility Stewards and Supporter Relations Team are available to assist. We ask that supporters contact us in advance wherever possible to request assistance, however they can also request this on the day.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	All are accessible. Most have lowered counters and lower shelving. In hospitality suites where there is not a lowered counter, we provide menus and a table service, and staff are specifically trained to anticipate the needs of wheelchair users.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes. Raised platform spaces specifically for hospitality guests. There is lift access to all floors., with no ramps or steps. Disabled toilets within 40m.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	Spaces available on request – to a maximum of 12.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	We are planning a complete upgrade of hospitality areas over the next 2-3 years. This will be fully impact assessed and accessibility has already been a part of the concept and design phase.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	<ul style="list-style-type: none"> • Headsets for blind or partially sighted supporters • Contrasting handrails and improved wall markings • Hearing loops • One to ones for fans with hidden disabilities, especially mental impairments which means we can discuss their individual needs. For example, autistic children and adults visiting the stadium on non-matchdays to become familiar with the environment. • Sensory Room opened 9th September 2017
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes. 1-4 fully accessible for wheelchair users, providing the necessary equipment and WIFI connectivity.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	Yes – Opened 9th September 2017
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	<ul style="list-style-type: none"> • Disability Champions in each department. Impact assessments implemented across organisation, including the training ground and external retail outlets. • Continuous monitoring of facilities and services to ensure we are anticipating the needs of our visitors. • Regular Access Audits • Accessibility Forum for disabled supporters and their friends, family and companions • Continue annual Disabled Supporters Open Day at the stadium, designed to increase awareness and attendance by allowing fans to view our facilities and processes. Over 1000
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Leaving the Stadium	
A Exit Routes	

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Improved signage to meet guidelines for disabled visitors.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	<ul style="list-style-type: none"> • All stewards receive induction training and additional bitesize training at every match (one per season on evacuation) • Fire Wardens and Senior Stewards have additional training regarding evacuation • Evacuation Plan is available in all raised deck areas
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	<ul style="list-style-type: none"> • Review of evacuation plans and training 2017/18 • Upgrade of signage • Currently investigating the potential to install 2-way communication equipment at refuge points
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	<ul style="list-style-type: none"> • Staff in customer facing roles complete Premier League Open for Business training • Disabled awareness sessions delivered by Disability Access Officer are planned for all Halo(catering) concourse and hospitality staff prior to the start of the season (Team Leaders and Room Managers) and throughout season (casual staff) • External agencies invited to deliver awareness sessions, including Autism Hampshire and Dementia Friends • Bitesize training modules delivered to stewards each matchday throughout season, including updates on disability awareness/confidence and terminology
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	Rolling program
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Yes. Completed March 2016. Next audit to be completed in 2019.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	We have an independent Disabled Supporters Association and we meet bi-monthly to discuss matters relating to accessibility. This includes disabled and non-disabled members.

	<p>We send out three fan surveys per year and contact every respondent that makes a comment relating to disability to discuss their points in more detail.</p> <p>We are planning a fan forum for disabled fans and their companions before the end of the 2017/18 season.</p>
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p> <p>Meeting with the DSA has given us insight and we have implemented some of their key recommendations. Examples are the installation of RADAR locks on disabled toilets and the addition of automatic doors at the Saints Store.</p> <p>Our recent plans have been focused on compliance with the ASG due to the commitment made by shareholders, using our Access Audit as the basis of an action plan. We have used consultation to assess our progress and the wider perception of fans. However, moving forward beyond August 2017 consultation will be key to forming plans that go above and beyond the requirements to create an inclusive environment for all.</p>
3	<p>How are your clubs plans in this area communicated across all interested parties?</p> <p>DSA meetings, website articles, one-to-one contact with survey respondents.</p>
4	<p>Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?</p> <p>Yes – online booking for disabled fans implemented in time for 2017/18 season. Improvements to website implemented. Assessment of new website planned for during 2017/18 season.</p>
5	<p>Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?</p> <p>No. At present we rarely sell out of wheelchair spaces. The last sell occasion was during the 2014/15 season. In the event of a sell-out, we will create a waiting list so we can advise wheelchair users of any additional availability created by ticket returns or listings on our Ticket Exchange system.</p> <p>We monitor demand on a seasonal basis, keeping records of the number of spaces sold at each match.</p>
6	<p>How do you promote the availability of tickets for people with disabilities?</p> <p>On our website and using pre-match emails that include information on ticket availability. Annual Open Day for disabled fans (or potential fans), giving insight into our facilities and services.</p>
7	<p>Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)</p> <p>Yes - https://southamptonfc.com/supporter-services/disabled-supporters</p> <p>This is reviewed at the end of each season, although updates are also made as and when service or facilities are added or improved. Next version due for release in early November 2017.</p>
<p>General Club Comments</p>	
<p>Please express any other comments, observations or issues you would like to raise .</p>	
1	<p>N/A</p>

Outside the Stadium

A. Transport and Access to the Stadium

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	<p>Improvements have been made to our Shuttle Bus service from Stoke city centre by increasing the number of buses in use from 6 to 8. All of the buses are accessible.</p> <p>We currently have an access guide and access statement. An audit has recently been completed and we await the final report. Once it is received, we intend to update and encompass both into a new single document:</p> <p><u>www.stokecityfc.com/tickets/matchday-information/visitors-guide</u></p> <p><u>www.stokecityfc.com/club/access-statement</u></p>
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	As an island site parking is at a premium and limited. We are looking at ways of improving mass transport options to the stadium by increasing the number of shuttle buses in operation on a matchday. Ongoing work includes seeking suitable sites to expand the shuttle bus service from in and around the city, exploring new sites for park and ride around the city, seeking additional bus operators to provide suitable vehicles and drivers for these services.

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	Since 2015 we have brought our current 54 parking bays up to correct size and standard. We have added an additional 5 home and 5 away parking bays and are adding further bays.
2	How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	<p>140 wheelchair spaces across our 3 main stadium car parks</p> <p>89 accessible bays (standard size but closer to the stadium) on main stadium car parks</p> <p>60 accessible bays (standard size but closer to the stadium) on south car park</p> <p>289 accessible bays in total – this represents 17.31% of overall available parking</p>
3	How many of the matchday disabled parking bays available by August 2017 will meet with ASG recommendations?
	All 140 of the wheelchair spaces will meet the guidelines.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?

	<p>Maximum distance from the furthest bay to the furthest entrance is 236m. The exact distance varies, depending on the location of the car parking space and the supporter's seat location in the stand.</p> <p>Spaces have been increased in our north car parks which then provide equal travel distances to the stadium's East and West Stands. This distance is 236m.</p>
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	71% of bays will be located close to the maximum distance.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	We don't provide offsite disabled parking. However, local street and council parking is available near to our shuttle bus operation in Stoke city centre. The bus stops are accessible.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	The Club does have a designated drop-off and pick up zone, which is 135 from the stadium footprint and 200m from the stadium entrances.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	No further works planned at this stage.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	As an island site parking is a premium and the road network is at capacity. Owing to development works, we are about to lose a third party operated car park, with the loss of 600 spaces. We are looking for long term mass transport solutions, the challenge is finding suitable parking locations.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Since 2015 we have widened one of main access routes from 4m to 7m to accommodate increased stadium capacity and make the journey easier. We are in the process of widening a number of tactile paving areas to improve access around the stadium, especially during ingress and egress periods. New access ramp has been installed to pitch side bays in West and North Stands, including access to new toilets.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	Yes, with steward's assistance.
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes
5	Will tactile paving be in place at drop-off and pick-up zones?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None

7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	None
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Signage has been updated since 2015, to reflect branding changes. We are currently carrying out another update to include the stadium development works, and to include wayfinding signage and improved directional signs to bus stops.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	None at this time
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Additional entrances have been incorporated within the new build areas of the stadium. North East Corner lift lobbies, South East corner lift lobbies and concourse entrance / exit gates. New access door in West & South Stand allows access to new ramp and to pitch side viewing bays.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	All entrance doors will be stewarded to allow appropriate access for disabled supporters.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Additional hearing loops are being installed in main reception, club shop, and catering kiosks in the West Stand. Work partially completed and due for completion imminently.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	None at this time
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Four new lifts have been installed to allow access to two new high level access platforms. We have also installed 17 new platform lifts to our current mid-tier viewing platforms. Lifts are located north and south of each platform and provide direct access from ground floor to 2nd floor on each of the high level platforms, via a lobby area.

	Platform 1 is in the north-east corner of the stadium (between North & East Stand) Platform 2 is in the south-east corner of the stadium (between East & South Stand)
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes, where applicable.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	N/A
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None at this time
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	None at this time
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Wider concourses have been built in the new south-east corner.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None at this stage
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	None at this stage
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Wheelchair capacity has been increased to 186 spaces. Majority of construction works will be ready for 2017/18 season with some minor works remaining in south-east corner as a result of delays in completing lift installation.
2	What will the total capacity of your stadium be in August 2017?
	Stadium capacity (excluding any reductions for crowd segregation) for the 2017/18 season will be 30,346.
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	180 spaces are required. .
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?

	116 spaces are currently provided which meet the requirements.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	All of the 186 will be available and all will meet the requirements of the guide.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	36 Low Level 112 Mid-Level 38 High Level
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	36, over three bays and over three stands.
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	12 to 36 depending on allocation taken by away club; these will be in the visitor's section of the stand.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	N/A
11	Please provide the name of your appointed architect (if applicable).
	N/A
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	N/A
13	How will wheelchair positions be distributed across the stadium?
	High Level = 38 Mid-Level = 112 Pitch side = 36
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	Historically we have had sightline issues but with the developments to affected areas, this issue will be removed. Sightlines have been improved in our mid-tier bays by raising the viewing areas wheelchair users are still able to see the game if supporters stand in the rows immediately in front. High Level bays will provide a totally new view of the game for disabled supporters. The lower level bays let fans get closer to the action.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All will have companion seats.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.

	Yes, 36 spaces have this option.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	19 spaces have been created in our High-Level bays, and 36 spaces can be configured if required in our pitch side bays.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	1525 spaces will be designated.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	None at this time.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	No

Toilets for Disabled Spectators

A Location and Design

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.						
	Seven new toilets have been built in the new development areas and all works have been completed in readiness for the start of 2017/18 season.						
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?						
	Yes						
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?						
	RADAR locks are being fitted to all accessible toilets, with additional keys available from stewards during events and reception on non-event days.						
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?						
	There are 31 unisex accessible toilets and we will be providing new toilets in the new areas. A breakdown by stadium level is: <table border="1" data-bbox="225 1576 756 1691"> <tr> <td>High Level</td> <td>11</td> </tr> <tr> <td>Concourse Level</td> <td>17</td> </tr> <tr> <td>Low Level</td> <td>3</td> </tr> </table> <p>In addition, there are 49 toilets in general areas with wider doors and cubicles. 22 are located in Male toilets, and 27 are in Female toilets.</p>	High Level	11	Concourse Level	17	Low Level	3
High Level	11						
Concourse Level	17						
Low Level	3						
5	Will all disabled toilets meet with recommendations within the ASG?						
	Yes						
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.						
	Changing Places toilet has been installed and once fit-out completed, will be ready for the 2017/18 season.						

7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None at this time
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	None at this time
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	Yes, to High Level and Pitch side areas. Catering staff will operate in each area to provide an at-seat order and delivery service.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Yes
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	48
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	Not at this time
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	<p>We currently only provide commentary service for blind and visually impaired people.</p> <p>We will have a sensory room available from season 2017/18.</p> <p>We have hearing loops but don't currently have BSL trained staff. This is under review.</p> <p>Several inspections have already been carried out by our council access officer to ensure that current works meet the requirements. In September, we carried out a full audit of access routes and facilities at the stadium, in partnership with Disabled Go. We will also be having an access audit carried out by the local council.</p>
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes, pitch side positions would be available for press use and where other specific facilities required/requested, provision could be made available at two other suitable locations within the ground providing any request is made ahead of matchday.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	The club are currently finalising arrangements to allow a TV studio to be adapted for use as a sensory room.

11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None at this time
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None at this time
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Same as entry routes
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Same as entry routes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Same as entry routes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	All stewards have annual refresher/update training and are issued with safety cards.
5	Are all Refuge Areas clearly marked and designated?
	Yes – improvement works have been carried out in development areas and all are now completed. Further improvements scheduled in other areas of the ground, as part of current development programme.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None at this time
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None at this time
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	We are now recruiting access stewards. These stewards will receive disability/equality awareness training, along with safety and evacuation training including evac-chair training. Training will be an ongoing process and we are reviewing courses to be delivered, these will include equality, diversity, disability access and etiquette. Our training provider is working closely with our Equality, Safeguarding, Supporter Liaison teams and our Access Officer to ensure content is appropriate for our fans and staff. We will also be consulting with disability groups and fans as part of the development of our training package.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	This is under review.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).

	Last audit was in 2014. A new audit will be carried out after the current works are completed.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	<p>All disabled fans were given the opportunity to view the development plans and all wheelchair users were contacted so we could understand the different typed and size of wheelchairs used. This information was used in the design phase for the lifts and risers for the mid-tier bays.</p> <p>We don't currently have a disabled fans group but we do have a representative on our Supporters Council and a disabled fan's working party. It consists of the Club's Access Officer and Disability Liaison Officer and the MD of SCFC Property. Other members are the Stoke City Council Access Officer, the Supporters Council representative and other fans, plus a representative from AFC Architects.</p>
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	<p>The working group have been key to the development plans and changes have been made based on feedback from this group. Examples of developments linked to feedback from the group include:</p> <ul style="list-style-type: none"> • Risers being fitted to mid-tier bays • RADAR locks on all toilets • Wider passing places on new access ramp • Changes to seating layouts on mid-tier bays • Access seats in high level bays • Changes to accessible car parking arrangements
3	How are your clubs plans in this area communicated across all interested parties?
	Plans have been communicated via press & media, on our club website, and in meetings.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	<p>Our website is currently being updated to be AA compliant by August 2017.</p> <p>An online ticket booking system is under development and due towards the end of 2017.</p>
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	We have 30 supporters on a waiting list for Season Tickets. These supporters will be offered tickets once the development works are completed.
6	How do you promote the availability of tickets for people with disabilities?
	Tickets are promoted through our usual channels, via website, direct email marketing and social media. We are currently reviewing our marketing strategy because of the increased availability of seats.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	<p>Our current access statement and visitor's guide are linked below. These documents are being updated and we are working in conjunction with Disabled Go:</p> <p>http://www.stokecityfc.com/club/access-statement</p>

<http://www.stokecityfc.com/tickets/matchday-information/visitors-guide>

General Club Comments

Please express any other comments, observations or issues you would like to raise .

- 1 The task of meeting the requirements within the allocated time frames has been a massive challenge although this in not the end of the journey but the beginning of working together with our disabled supporters to give them the best experience when visiting our stadium.**

Outside the Stadium

A. Transport and Access to the Stadium

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Due to excellent current provisions, no work has been specifically undertaken in the area of transport or access.
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	Access to the Liberty Stadium is across level paths with no steps and no ramps steeper than 1:20. Wheelchair users and other disabled spectators enter Liberty Stadium with all other spectators, via the same access routes. Several on-site accessible car parking spaces are available and can be booked in advance with the Swansea Stadium Management Company (SSMC). A drop-off point is also available for those unable to book onsite parking. Following each match, there is a road closure in place which prevents any vehicles accessing the stadium directly and thus allows safe egress to the surrounding areas or car parks.
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	At present, there are no immediate structural works planned as the current system complies with ASG recommendations. However, the Club has recently formed a Travel Plan Committee consisting of Swansea City and SSMC representatives to address areas for improvement for both disabled and non-disabled spectators.
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	N/A

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	Since 2015, no work has been specifically undertaken in this area as the Stadium currently complies with the recommended provisions.
2	How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	There will be 57 home accessible parking bays and 5 away accessible bays. This equates to 8% of the overall onsite parking, which is 774 in total.
3	How many of the matchday disabled parking bays available by August 2017 will meet with ASG recommendations?
	All accessible parking bays will comply in part, due to there being a hatched zone on one side of the parking space, rather than both sides as per the ASG illustration. At present, there are no immediate plans to alter the existing markings although the observations will be passed onto SSMC who operate parking at the Liberty Stadium.

4	Of all matchday disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	The maximum distance from the furthest accessible parking bay to the furthest designated entrance is approximately 350m.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	There will be approximately 30 disabled parking bays at a distance between 300m – 350m, which equates to just under 50% of all accessible parking bays. Whether the accessible parking bays affected could be located closer to designated entrances by utilising standard parking bays will be investigated.
6	Will you utilise off-site disabled parking on matchdays and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	There are two offsite car parks available on a matchday: Felindre Park and Ride and Landore Park and Walk. Landore Park and Walk provides accessible parking and is located approximately 3-5 minutes (300m) from the stadium, with almost all pedestrian crossings en-route featuring audible, visual and tactile signals, such as tactile paving and 'rotating cones' found on the underside of the push button control box. Disabled parking is also available at the Felindre Park and Ride site which operates further away from the stadium and is served by a modern, low-level, accessible bus. The Felindre Park and Ride site serves the majority of away fans as it is located directly off the M4.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	Yes, we do provide a designated drop-off point for disabled supporters outside of the South Stand of the Liberty Stadium. This is no more than 200m away from the furthest designated disabled entrance and a fixed wheelchair ramp is in place.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	At present, there are currently no plans in place but provisions are continually reviewed in line with the feedback from both the Club's Disabled Supporters' Association, as well as general supporter surveys.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	Whilst all matchday parking is managed by SSMC who oversee the running of the stadium, Swansea City FC has an excellent working relationship with them and work closely on all matters relating to disabled supporter provisions.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	A fixed ramp has been installed to the only external kerb.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes, with the exception of the aforementioned kerb.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?

	Yes, ramp access has been provided as per question 1.
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes, access routes comply with ASG recommendations.
5	Will tactile paving be in place at drop-off and pick-up zones?
	There is no tactile paving at the drop-off zone, as there is no paving whatsoever. However, the ramp provided at the drop-off point is contrasting colours and tactile.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	At present, there are no additional works planned due to the current arrangement complying with ASG recommendations.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	N/A
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Since 2015, the Liberty Stadium has introduced perpendicular signage in the concourses to assist wheelchair users in locating toilets. In addition, there have been 4 tactile maps installed in all external corners of the stadium to assist visually impaired supporters with wayfinding.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	At present, there are no additional works planned due to the current arrangement complying with ASG recommendations.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	N/A
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works have been undertaken in this area, although improvements will be carried post-August 2017 as demonstrated in Question 5.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes, there is currently a designated lowered counter, audio-induction loops, good lighting and good parking.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Entrances are identifiable by the external stadium maps located on each corner and tickets for disabled supporters denotes a pass gate number which is clearly marked externally. Please see response to question 6 for more information.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?

	Yes, following completion of the works referenced in question 5.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	<p>Automatic entrance doors will be installed in the following places:</p> <ul style="list-style-type: none"> • Ticket Office (entrance and exit door) • Hospitality and Supporter Services office (entrance/exit door) <p>We expect this work to be completed by November 2017.</p>
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	<p>We recognise that pass gates - otherwise known as the accessible entrances – do not currently display a wheelchair symbol to denote the point of entrance for wheelchair users. This is largely because these pass gates are used by people with a wide variety of disabilities – not solely wheelchair users – as well as those who are not disabled, but do require use of them. We recently consulted with Swansea City's DSA concerning this and they were in agreement that as all wheelchair users are provided a pass gate number as their designated entrance point on their ticket, then this was adequate in meeting their access needs.</p>
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No work has been specifically undertaken in this area as the Stadium's vertical circulation routes comply with ASG.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	<p>Two passenger lifts specifically are situated in the West Stand to provide access to offices and hospitality areas. Access to these is direct, unobstructed and step free and they are 1600 x 1400. They also feature a handrail on one wall as well as a mirror at the appropriate height. The lift controls and buttons are embossed and the lift runs on its own independent power supply.</p> <p>In the concourse areas of all four stands, there are fully enclosed platform lifts alongside each staircase to serve those unable to use stairs.</p>
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes, all internal staircases are currently compliant with ASG recommendations.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	There are no changes in level within the circulation areas so ramps are not required.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No changes have been identified as required concerning vertical circulation as the Stadium's vertical circulation routes comply with ASG.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?

	N/A
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	There have been no alterations or additional works as the Stadium's horizontal circulation routes comply with ASG.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes. Our corridors have sufficient space for wheelchair users to turn and pass each other. All corridors are unobstructed and there are effective contrasts between the walls, floors and ceilings.
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No significant changes have been identified as required as the Stadium's horizontal circulation routes comply with ASG.
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	N/A
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No significant changes have been identified concerning wheelchair positions.
2	What will the total capacity of your stadium be in August 2017?
	20,995
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	A minimum of 153.
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	The Liberty Stadium has up to 245 wheelchair positions; 92 of these operate on a flexi-seating arrangement depending on the demand and needs. This flexi-seating arrangement allows for unused wheelchair positions to be used for ambulant disabled supporters instead, where there is increased demand.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	The Liberty Stadium provides 153 on a match by match basis with an additional 92 available if demand were to exceed 153. 100% meet ASG recommendations.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	We currently offer 114 elevated positions.
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	We currently offer 39 pitch-side positions.

8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes, all four stands offer wheelchair positions with two stands offering pitch-side seating positions.
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	15 wheelchair positions are provided for visiting supporters and are located in the visiting supporter's area.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	N/A
11	Please provide the name of your appointed architect (if applicable).
	N/A
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	N/A
13	How will wheelchair positions be distributed across the stadium?
	N/A
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	No, all sightlines are currently unobstructed.
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	100% of wheelchair positions can provide companion seats and all meet the ASG recommendations.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	We currently offer up to 73 flexible positions.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	No work has been undertaken as viewing positions for ambulant disabled spectators are not obstructed or inadequate and therefore, does not require any development.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	The stadium offers 400 ambulant disabled seats with 66 located in the area for visiting supporters.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	No additional provisions at present, although armrests are being taken into consideration as these are currently not offered.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	N/A

Toilets for Disabled Spectators

A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	There have been minor cosmetic changes to the toilets, which includes the addition of lowered coat hooks and lowered mirrors, as well as improved contrasting colours to indicate the location of the toilet entrance.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	There are two wheelchair positions at pitch level which are currently further than 40m. The journey instead is approximately 50m which falls marginally outside the ASG guidelines, but has resulted in no complaints or issues.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (e.g. radar keys/staffed toilets/other)?
	All toilets within the concourses are fitted with RADAR key locks, so they are available exclusively to disabled customers. Matchday stewards are provided with these keys in the event a disabled customer does not have one with them.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	All 41 of our accessible toilets are unisex.
5	Will all disabled toilets meet with recommendations within the ASG?
	All toilets meet the recommendations in all aspects, except for a left grab rail arrangement.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	Swansea City does not currently offer a permanent Changing Places facility inside the stadium. The club does offer a mobile solution located externally in the South-East corner of the ground for every matchday. This is available before, during and after the match. In addition to this, a fully compliant Changing Places facility will be incorporated into any future expansion plans.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes, ambulant disabled cubicles are already provided within the single-sex WC areas.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	The club is looking to improve accessible toilets with the addition of colostomy shelving. We expect this to be carried out during the 17/18 season.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	N/A
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works have been required to be carried out in this area as all kiosks have lowered counters.

2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes, all refreshment outlets have lowered counters.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	Discussions are ongoing between the club and its in-house catering company to introduce this service.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	All restaurant and bar venues are accessible to disabled spectators, including wheelchair users, although there is one bar which requires a lowered counter.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	This will be partly met. All areas are accessible, but when capacity is exceeded, the distance travelled via the relevant access routes exceeds the recommended 40m journey by approximately an additional 20m, depending on the wheelchair bay they are allocated. This route is not difficult, nor is it congested or obstructed.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	There are two wheelchair viewing positions across two lounges with a combined capacity of 430 and within the recommended 40m journey. More wheelchair viewing positions are available, but access to the relevant viewing positions from the lounges exceeds 40m.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	N/A
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	Audio commentary for visually impaired spectators is available to order in advance via the Ticket Office or via disability liaison stewards on matchday. In addition to this, we are looking to extend our services to provide ear defenders for those with a learning disability who are affected by loud noises often encountered on matchdays. Hearing loops are available in the Ticket Office and will be available in the Main Reception, Club Shop and Supporter Services office from August 2017.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	The press room and press conference areas are fully accessible with a minimum of two wheelchair accessible press seats available.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	At present, we have not been able to identify an appropriate area of the stadium to be converted into a sensory room.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The bar counter – as identified in question 4 - will be lowered. We expect this to be completed by January 2018. There are no further works at present beyond those mentioned within this document.

12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	N/A
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No work has been undertaken concerning exit routes as these were already ASG compliant.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Exit routes are the same as entry routes for disabled supporters.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes, the Liberty Stadium (SSMC) has an emergency evacuation procedure which has been developed in consultation with the local authority. This varies according to the location of any incident and the location of wheelchair positions. For example, hospitality will vary slightly from an evacuation within the main stadium bowl.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	SSMC include emergency evacuation plans into all briefings delivered to stewards on matchdays. In addition to this, they conduct two contingency exercises each year to test the aforementioned plans.
5	Are all Refuge Areas clearly marked and designated?
	Yes, where required Refuge Areas are provided with suitably sized signs and visual representation.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	There are currently no additional works planned regarding leaving the stadium as the Stadium is already compliant.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	Please note, all matchday evacuation plans are managed by Swansea Stadium Management Company (SSMC) who oversee the running of the stadium.
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	All 400 Swansea City AFC staff are currently undertaking Equality and Diversity Training. This highlights the legal foundations of equality, including the nine protected characteristics under the Equality Act 2010. This also informs staff of their obligations to provide reasonable adjustments and respect those different to themselves. In addition to this, all customer facing staff have either received the Premier League's eLearning 'Open for business', received Disability Inclusion training delivered by Disability Sport Wales, or received in-house training. These courses tackle issues such as communication, terminology, appropriate etiquette, inclusion models and the disability spectrum. Outside of this, matchday stewards, Disability Liaison stewards and away travel stewards also receive disability awareness training at the start of every season to prepare them for their matchday responsibilities.

2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and matchday staff?
	Sessions are generally delivered on an annual basis, prior to the start of every season.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Swansea City AFC has not recently undertaken an Access Audit and therefore, at present, does not have an up-to-date Access Audit. However, timings have been approved to commission an access audit and this will be carried out once all proposed works have been identified. We would expect this to take place in December 2017.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	We consult with our Disabled Supporters Association (DSA) on a monthly basis on all areas of business operations. Club representatives attend these meetings, including the Vice Chairman, Safeguarding Manager, Customer Service Manager and Disability Liaison Officer. During these meetings, DSA members are able to raise any issues which have been brought to them via disabled supporters, or what they themselves have experienced. Swansea City also recognises that the DSA is not necessarily entirely representative of all disabled supporters. This has been recognised as an area for improvement and as a result, the club recently undertook an anonymous survey of all supporters. Those who identified as disabled in the survey were given the opportunity to recommend areas of improvement as well as highlight areas of concern. These results are already available and will be shared with the EHRC directly as per their request. They are available to the Premier League on request. The results of this survey will be used in consideration of all access improvements.
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	All proposals have been discussed with the Club's DSA or been raised directly by them. For example, automatic doors were an initial request which came via the Club's DSA as a requirement for improvement.
3	How are your clubs plans in this area communicated across all interested parties?
	As mentioned, the Club benefits from a free-flowing relationship with its DSA and therefore, plans are communicated via a monthly Disability Liaison Officer report which is submitted on behalf of the club.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Yes, all disabled supporters have been able to purchase both ambulant disabled and wheelchair spaces online since 2015. This also facilitates the allocation of a personal assistant with their ticket purchase. Swansea City AFC was the first club to introduce this and the Ticket Office Manager won an award for his work at the 2016 Ticketing Technology Awards. For away fixtures, where allocation is restricted, we also have introduced an online balloting function, installing confidence that the process is completed fairly. The club launched its new website on July 1st and has commissioned a website access audit with a view to receiving accreditation.
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?

	No, the club does not currently have a waiting list for wheelchair positions, either for season tickets or match ticket purchases.
6	How do you promote the availability of tickets for people with disabilities?
	We do not issue direct communications to disabled people and non-disabled people separately; however, all available tickets for fixtures are promoted by social media and direct e-mail campaigns. This includes all disabled people who are registered with us and on our database.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	<p>Yes, Swansea City AFC does provide a Disability Access Statement. This is available from the website and can be viewed by visiting the following link:</p> <p>http://www.swanseacity.com/policies</p> <p>This will be updated when in receipt of the Access Statement from Disabled Go following their recent visit.</p>
General Club Comments	
Please express any other comments, observations or issues you would like to raise.	
1.	N/A

Tottenham Hotspur (Wembley Stadium)

Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

Please see B.1 for works to stadium car parks. No other transport and access works have been undertaken or are due for completion.

2 Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.

An accessible shuttle bus runs between Wembley Park Station (lift available) and the Stadium, with a drop off location near to a lift for access up to the turnstile level. This operates both for ingress and egress. There are 250 accessible car parking spaces across the Red (44) and Yellow (206) car parks that are close by. We have Guest Service teams based at both of these car parks to offer assistance up to turnstile level. Wembley Stadium, Wembley Park and Wembley Central stations are located circa 700m, 800m and 2km, respectively. All three nominated stations are accessible. TfL have not informed us of any additional works to station infrastructure. Wembley Stadium station offers access to Chiltern Railways. This connects London Marylebone (and Wembley Stadium station) to terminus stations at Aylesbury, Oxford, Stratford-upon-Avon and Birmingham. There is step free access to all platforms from street level via lifts. For Chiltern services, wheelchair users will need to call Chiltern Customer Services ahead of the event (08456 005 165). Wembley Park Station is on both the Jubilee and Metropolitan underground lines. Wembley Park has step free access between all the platforms and street level. There is also limited step free access between the platforms and trains. This is available on all platforms except platform 5 (southbound Metropolitan line) and provides complete or near step free access between the platform and train for one carriage only in the immediate area around the lift. Currently the Metropolitan line is not accessible for wheelchair users, however, selected Jubilee platforms and trains are. Wembley Central station provides access to the Bakerloo underground line, London Overground, London Midland and Southern Rail services. None of the platforms at Wembley Central currently have step free access. The 83, 92 and 182 buses run from Wembley Central and Wembley Park stations to Wembley Stadium, though it should be noted that not all buses travelling to the stadium are fully accessible.

3 What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

None

4 Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?

No

B. Car Parking

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017

Due to construction associated with the Wembley Park Masterplan, the location and provision of official blue badge parking spaces on event days during phase two of the masterplan (5th June 2017 to April 2018) is different from phase one (January 2017 to Summer 2017). Below provides a breakdown of the pre-masterplan (outdated), phase 1 (outdated) and phase 2 (current) blue badge parking provision:

Pre-masterplan provision:	Phase 1:	Phase 2:	Phase 3:
Green – 250	Red – 44	Red – 44	Red - 44

	Total – 250	Green – 206 Total – 250	Yellow – 206 Total – 250	Yellow - 206 Total - 250
	The Phase 2 provision will therefore be in place for the majority of the 17/18 season with no planned reduction in the Red or Yellow Car Parks before June 2018. Phase 3 will cover the period from April 2018 to December 2018. There is no change for Blue Badge parking			
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?			
	8.6% of match day parking will be accessible (2,900 spaces of which 250 are accessible parking spaces). All positions marked to current standards.			
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?			
	All 250			
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?			
	Dependent on what block the guests will be entering the stadia by, which is dependent on which team they follow. We also have 2 car parks with accessible spaces available so dependent on which car park is chosen and what turnstile the guest will enter will determine the distance. Based on the furthest distance being from the Yellow Car Park to / from the southwest of the stadium, the maximum distance is circa 800m-960m.			
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?			
	82.4% (all blue badge spaces in Yellow Car Park). A team of Connectors based in car parks with wheelchairs for less mobile supporters. Brent council supply an accessible minibus to transport from stadium to Wembley Park station.			
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?			
	We have the Guest Services team based in the two car parks to offer assistance to the ground, either as walking assistance or via a pool of wheel chairs the stadium owns.			
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?			
	There are designated drop-off and pick-up accessible Blue Badge bays on Rutherford Way just north of the junction with Engineers Way.			
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?			
	None			
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?			
	As Quintain's Wembley Park Masterplan goes into Phase 3 (post April 2018), it is possible that the locations of official blue badge parking bays will change. However, the total provision of blue badge bays (250) and the maximum distance to the stadium (960m) will remain. Stewards from connector teams will be located at each of the car parks to assist mobility impaired spectators to the stadium if required.			
C. Access Routes				
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.			
	No works have been completed or are due for completion.			
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?			
	Yes, or there is ramp or lift access.			
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?			

	Yes, there are ramps available up to the external concourse from ground level
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes, open concourse areas
5	Will tactile paving be in place at drop-off and pick-up zones?
	No. Due to security issues, drop-off and pick-up points change regularly under police operational management. Any additional points would need to be agreed by the London Borough of Brent and SAG. All dropped kerbs within the stadium area have tactile paving.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	There are a number of building works taking place outside the Stadium. We are working with the wider estate to ensure that this doesn't have an impact on our guests getting to and from the stadium.
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	We will be completing a full audit via Level Playing Field as soon as possible.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be completing a full audit via Level Playing Field as soon as possible.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	No
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	As an accessible stadium, Wembley has been fully compliant with the green guide since opening. Wheelchair viewing platforms in place. Each turnstile has an accessible entry point. Lifts are available to all levels On site wheelchairs are available upon request 'Connectors' are situated at all key areas to assist with accessible requirements on event days Audio loops are available at the ticket offices Commentary is available to spectators with impaired vision. The headsets are available at the information booths free of charge. Ambulant seating is available throughout the stadium
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes,
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes, each turnstile is clearly marked and has a designated entry point for disabled spectators.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?

	<p>Yes, each turnstile is clearly marked and has a designated entry point for disabled spectators. We operate an 'air lock' system, where the spectator comes into the stadia and the ticket scan and security checks are carried out on the inside of the building and then let through a second door onto the GA concourse.</p> <p>Within hospitality entrances, all patrons enter the same way, and there is a manned gate as opposed to a turnstile for our guests who require to use it.</p>
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Nothing planned
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	N/A

Circulation Areas

A. Vertical Circulation – Passenger Lifts, Stairs and Ramps

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works have taken place since 2015 that affect movement around the building by those with access issues.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Already in situ
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	N/A
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	We will be completing a full audit via Level Playing Field as soon as possible.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	No

B. Horizontal Circulation

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works have taken place since 2015 that affect movement around the building by those with access needs.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None

5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	No
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	None
2	What will the total capacity of your stadium be in August 2017?
	90,024
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	310 (210 per 40,00 and 2 per 1000 thereafter)
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	287 permanent positions, all of which meet ASG recommendations. We also have the ability to convert seats within our 2 box levels when required (a further 161 positions).
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	As above, 287 permanent positions with the ability to accommodate a chair in each of our 161 boxes.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	All will be on level 1 or above, no positions are pitch level.
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	Nil
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Positions are available across all stands and all levels at Wembley (exc pitchside)
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	There will be 14 positions available within away supporter locations for PL matches with options to increase positions as required.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	Wembley is already compliant regarding required positions
11	Please provide the name of your appointed architect (if applicable).
	N/A
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	N/A
13	How will wheelchair positions be distributed across the stadium?
	N/A
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	No sightline issues from existing positions

15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All wheelchair positions offer a companion seat already
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	We have the ability to configure wheelchair spaces in each of our 161 boxes if required
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	There has been no work in this area. Ambulant seating is located in the row directly behind each of our wheelchair platforms and offer an excellent uninterrupted view of the pitch
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	We generally offer 200 ambulant spaces for The FA Cup final, but this figure can be increased if required. We allow each event owner to determine (within reason) the number they wish to offer for their events. For THFC, no restriction but dedicated spaces allocated in Row 31 of visitor's section.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	Nothing planned
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	No

Toilets for Disabled Spectators

A Location and Design

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works have been undertaken in this area since Sept 2015. All toilets are as building design.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	All designated disabled toilets are within 40 meters of a wheelchair position.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	Radar Keys available at the information booths and also at stewards within the vicinity.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	All disabled toilets are unisex (single use) all disabled toilets are wheelchair accessible.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	One changing facility August 2012 at block 103 which is available to home and away supporters.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	N/A
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None

9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	None
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	None
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	All kiosks are compliant
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	No
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Yes
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	The Royal Box has 2 wheelchair spaces allocated. We can reconfigure each box to accommodate wheelchair supporters if required
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	No
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people or those with mental impairments or health conditions?
	We would look for further guidance on this from the relevant parties on this.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Our press and media areas are all accessible by lift. There are 6 wheelchair positions in this area. If there were any special requirements we would need this in advance and on a case by case basis make the relevant changes where possible.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	No
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	We offer an audio commentary service free of charge via a head set that can be collected at the information booths. Wembley Stadium along with Brent Council run various lessons and training, via an education centre on site. These bespoke sessions are tailored to the client's needs. The team offer lessons in inclusion, diversity as well as regular curriculum subjects such as maths and history. The team are very inclusive and will tailor their stadium tours to accommodate all needs. The team work closely with local schools and community groups with children with accessibility needs such as Mandeville School in Greenford, who are regular users of the service.

Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	None
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	An induction for Agency Staff. On event days, the Steward Supervisor will also conduct some on the day refresher training with all disabled bay stewards. Yearly Table Top training session with WNSL direct senior management staff are planned and delivered. Supporting documentation attached which covers the evacuation procedure for wheelchair users and guests in the ambulant seating.
5	Are all Refuge Areas clearly marked and designated?
	Yes
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	<p><u>GUEST SERVICES</u></p> <p>The Guest Services team operates a culturally lead front line staffing team on event days; the team are named 'connectors'. The concept of the connector programme is to add value to the guest experience at Wembley Stadium through excellent customer service, accurate information and direction across the event and stadium footprint. The connector team is an up to 80 strong team on every given event day who manage the Wembley Stadium accessibility programme. In order to ensure the right candidates are selected for these roles a yearly internal recruitment process takes place between November > January. All candidates participate in one-to-one interviews and group exercises. Successful team members are subject to role and venue specific training across 2 days in order to provide them the skills and experience to be able to support high needs guests. Mid event calendar additional recruitment and training takes place to refresh the team on their understanding on their role as well allow Wembley to update on best practise. During training all Guest Services connectors and provided with 'workbooks' in order for them to review training concepts at any given the time. The team also operates a succession planning and shadow programme in order to allow candidates to develop in their roles whilst being supported at the same time.</p> <p><u>CROWD SAFETY</u></p> <p>As per the Green Guide guidance all stewards working at WNSL would have either a full NVQ 2 in spectator safety or be in training having received the compulsory class room training and completed the initial applicable modules. They must also attend a WNSL induction which includes</p>

	<p>the relevant familiarisation with the building, processes and procedures. The induction day is finalised with a 13-question test which stewards must pass before they can work at WNSL. Companies must update Citadel with relevant compulsory qualifications before staff can be assigned to positions on the system. SIA Stewards have the above training in addition to a valid SIA licence which is subject to a Criminal Record Indicator check.</p> <p>Area Specific Training</p> <p>Area / Event specific specialist training is delivered by way of on the day tool-box training on each event day.</p>
2	<p>How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?</p>
	<p>Please see previous answer.</p>
<p>Access Audits</p>	
1	<p>Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).</p>
	<p>Level Playing Field are conducting a full audit of the Stadium within the next six weeks (we await confirmation of an exact date). We will welcome their suggestions, advice and guidance to assist us in offering a better experience for our guests.</p>
<p>Communication and Consultation</p>	
1	<p>Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.</p>
	<p>We are liaising with Level Playing Field and are requesting a full venue audit.</p>
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p>
	<p>Once the LPF Access Audit has been completed, Wembley National Stadium Limited will review the content and recommendations and then engage with stakeholders in dialogue around any proposals.</p>
3	<p>How are your clubs plans in this area communicated across all interested parties?</p>
	<p>As per question 2</p>
4	<p>Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?</p>
	<p>Tottenham Hotspur are responsible for the ticketing and booking of their matches played at Wembley Stadium . The Club website is in the process of being rebuilt and is scheduled to go live in February 2018 that will be fully WCAG 2.0 compliant. Supporters with access requirements can purchase home match tickets online and apply for away match tickets online in addition to in person and via telephony. Tottenham Hotspur’s Stadium Access Consultation Group (including members of the Disabled Supporters Association) are working with Ticketmaster to advise on the most optimum solution for online ticketing that caters for any individual’s access requirement.</p> <p>The Wembley Stadium website is accessible and optimised for the use of screen reader technology for those guests with visual impairments.</p> <p>Bookings for disabled spectators for all non Tottenham Hotspur events are currently processed via telephony to ensure the seating best fits supporters individual requirements. We will continue to review this moving forward and we will also be utilising technology called SignVideo so that hearing impaired customers can easily book using our existing systems.</p>

5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	The Tottenham Hotspur season ticket waiting list and all membership are satisfied at Wembley and the new stadium and will retain good additional capacity once satisfied.
6	How do you promote the availability of tickets for people with disabilities?
	Ticket information for all areas of the stadium for our matches is available via the Club website. In addition, we have dedicated staff members available on the telephone to deal directly with ticketing enquiries from supporters with disabilities. Where excess availability exists, such as our Champions League matches at Wembley, these were advertised and made available to a wide variety of disability groups, such as Level Playing Field, Attitude Is Everything, Tickets for Troops, Barnet & Southgate Centre of Excellence and other local disability organisations through the Tottenham Hotspur Foundation.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	No formal statement in place at the time of writing but seeking relevant advice (WNSL). Tottenham Hotspur have historically produced full Access Statements for White Hart Lane and will combine the information received from WNSL into a wider document (attached). All accessibility information is publicly available from the Wembley Stadium website, Guest Services portal and Tottenham Hotspur ticketing website
General Club Comments	
Please express any other comments, observations or issues you would like to raise .	
1	Whilst completing the document we (WNSL) have realised that we need to do some work in this area of our business and have therefore contacted Level Playing Field. We have asked them to conduct an audit on the stadium and will welcome their advice and guidance.

Tottenham Hotspur (New Stadium)	
General Information	
1	When is the proposed completion date of all works (works required to have in place all approvals required to deliver league fixtures)?
	To be confirmed. Currently scheduled for late August 2018.
2	Will there be phases of works taking place beyond the stadium commissioning date whilst league fixtures are being hosted? If so, please summarise these extended phases.
	Yes – Paxton Building (additional retail & ticketing facility) – 2019 Southern Development – (hotel, residential & sports facility) – Phased delivery from 2021 Northern Terrace Development (Percy House, 810 High Road) March 2018 – December 2018 None of these developments will negatively impact access provision at the stadium.
3	What will the new stadium capacity be including all hospitality positions?
	61,559
4	How many GA seats will be available?
	53,247
5	Has the stadium been designed to accommodate other pitch-centred large-scale events such as concerts and other sporting events?
	Yes

Outside the Stadium	
1	Please describe your public transport access plan including details of main public transport hubs serving the new stadia.
	<p>The new stadium will be actively promoted as a ‘Public Transport Destination’ – just like Wembley Stadium, with service improvements, new shuttle bus links, better pedestrian connections, real-time travel information points, clear signage and regular transport and station updates on the website, in programmes, and directly to fans in the stadium. The upgraded Victoria Line has already delivered brand new, faster and higher capacity trains – ending the disruption that supporters have faced for many years and delivering major service improvements. The Victoria Line will become the highest frequency railway in the UK with trains running every 100 seconds, each way, before a midweek fixture and all trains now running the full length of the line to Walthamstow by way of Tottenham Hale.</p> <p>Improvements at Seven Sisters station interchange are now well underway – with additional access from the southbound National Rail Overground station towards the Victoria Line Underground station completed and further work will be undertaken as part of the London Overground devolution to improve the quality of the station facilities for all passengers. The White Hart Lane station train service is under the control of London Overground in 2015 – with brand new and higher capacity trains, similar to the new Metropolitan Line trains, and station improvements planned, including street to platform level access. This important project is now being developed by TfL, Network Rail and Haringey Council.</p> <p>Network Rail are scheduled to introduce ‘three tracking’ for the section through Tottenham Hale and Northumberland Park – which will entail the reconstruction of Northumberland Park station, and significant frequency improvements for services to Stratford. Construction works are planned to be completed before the new stadium is finished. Better use will be made of White Hart Lane and Northumberland Park stations – and the Club will work with the two new Train Operating Companies to further improve match-day services and make better use of the 8-car service capacity with new queue management systems in place assisted by club stewards. Northumberland Park and Tottenham Hale rail improvements are currently scheduled to be completed in August 2018 and will provide level access from street to train. White Hart Lane station is scheduled to be completed in August 2019 and will then provide level access</p>
2	Will each of the main public transport hubs serving the stadium be accessible for disabled supporters? Please explain measures in-place or planned at each to ensure accessibility.
	Northumberland Park and Tottenham Hale are accessible. White Hart Lane station is not accessible and cannot be made accessible in its current guise. TfL redevelopment work, originally scheduled to be completed for August 2018 in time for stadium opening, will now not be complete until August 2019. This will be referenced in Club information to allow supporters a choice of station.
3	Are there designated coach/car drop-off points within 50m of a designated disabled entrance?
	Yes – before road closures are implemented 45 mins prior to kick off. Drop-off positions will be accessible. All drop off locations will be subject to continual security monitoring
4	How many parking bays specifically designated for disabled people (with relevant markings as per BS 8300) will be available in total?
	87 bays full enlarged with hatching as per Part M. 37 additional dedicated blue badge large bay positions. 124 spaces in total. No designated accessible parking outside stadium unless in CPZ zones – All accessible parking contained within the stadium basements. 124 spaces = 16% provision.
5	Will car parking areas for disabled supporters be supervised by stewards on match days?

	Yes
6	Of the designated disabled parking spaces being made available, what will be the furthest distance a disabled supporter would have to travel between space and a designated entrance?
	40 metres to lift.
7	Will all approaches from parking bays and drop off points be level?
	Yes
8	For spectators with visual impairments, will appropriate tactile paving be provided at designated drop-off points and relevant highway crossings?
	Yes
9	Will appropriate signage be in place along access routes – for example, eye-level, non-reflective, high-contrast and braille provision?
	Yes
10	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Teams of “Here to Help” ambassadors will be on duty around the stadium exterior to assist fans and will have appropriate disability assistance training
Entering the Stadium	
1	Will all ticket outlets have dropped counters, induction loops, good quality lighting and be under shelter?
	Yes
2	How many designated entrances will there be for disabled supporters?
	21
3	Will designated entrances have suitable width and level openings capable of accommodating wheelchair users and their assistant/s?
	Yes
4	Will all designated entrances be the same as those used for exiting the stadium? If not, please explain.
	Yes – plus two additional emergency evacuation gates
5	Will all designated entrances be stewarded on match-days?
	Yes
6	Will there be a separate designated entrance/exit for disabled away supporters?
	Yes
7	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	All entry procedures under constant review with relevant security and counter terrorism agencies and may change at short notice.
Circulation Areas	
1	Will all areas of the stadium be accessible via well designed general passenger lifts or platforms lifts? Will there be any areas of the stadium not accessible by lifts? If so, please explain.
	Yes
2	Will ramps be installed in all locations where there are modest changes in levels (ie. less than 2m)?
	Yes
3	Where escalators are being planned, will there be a proximate suitably designed lift to accommodate wheelchair users and other disabled supporters?
	Yes – escalators at the West Stand and East Stand Main entrances. Lift access adjacent
4	Will all horizontal circulation areas and concourses be sufficiently wide to accommodate wheelchairs users alongside other non-disabled supporters?

	Yes
5	What consideration has been given to minimising travel distances of disabled supporters – either to enter or exit the stadium and whilst in the stadium, to access other services (refreshments, toilets and so on)?
	All travel distances internally meet ASG guidance. No disabled viewing area is more than 40m away from appropriate facilities
6	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
Viewing Areas	
1	According to the Green Guide Table 4, what will be the recommended minimum number of designated wheelchair positions required?
	265
2	How many wheelchair positions will you provide in total?
	265 with additional spaces available in boxes with further flexibility. All positions will include adjacent companion position.
3	Will designated wheelchair positions be available in all stands?
	Yes
4	How many wheelchair positions will be pitch-side and how many will be elevated?
	No positions at pitch-side – 100% of positions elevated at various levels and locations throughout the bowl. No requests for pitch-side provision have been made.
5	How many wheelchair positions will be available for visiting supporters and will these be located proximate to other non-disabled visiting fans?
	25 – access via dedicated visiting supporter’s turnstiles
6	Will all wheelchair positions be offered with a companion seat?
	Yes
7	Will all wheelchair positions provide uninterrupted views of the game ie have un-obstructed sightlines as determined by ‘C-values’?
	Yes
8.	How many seating positions will be designated for use by ambulant disabled supporters?
	514
9	Will all wheelchair positions be within 40m of a disabled toilet?
	Yes
10	Will you be providing flexible viewing areas – ie those that can be adjusted to provide wheelchair positions or general access seating? If so, please state what the capacity of these areas will be (wheelchair positions or GA seating).
	Yes – capacities tbc dependent on area utilised. Will flex between 4 and 16 wheelchair positions
11	Will you be providing any fully enclosed viewing areas for disabled supporters? If so, please state how many.
	No
12	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Scope for a room with Sensory Requirements/Respite on Level 2 with partial pitch-view.
Toilets for disabled spectators	
1	Will all wheelchair positions have access to suitably designed disabled toilets?
	Yes
2	Will you be providing a changing places toilet? If so, how many will be provided in total?
	Yes – three Changing places facilities

3	How will you prevent use of designated disabled toilets by non-disabled supporters?
	Radar Keys
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
Refreshment Facilities for Disabled Spectators	
1	Will all disabled viewing areas have proximate refreshment facilities?
	Yes
2	Will refreshment facilities have lowered counters and sufficiently wide access and circulation to allow full use by disabled supporters?
	Yes
3	Will you be providing a refreshment order service for wheelchair users unable to access refreshments during half-time? If so, please explain how this will operate.
	We offer a complimentary personal assistant ticket to assist the supporter with this. We are also looking at how best to manage an "in seat" service for these supporters.
4	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	We are looking at providing drop down tables for wheelchair user around the concourse. We are also working with our providers to make available a wide range of food to meet varied dietary requirements.
Retail Outlets and other Commercial Areas	
1	Will all retail areas (club shops) have accessible doorways, appropriate circulation space including lifts where relevant, lower counters and accessible changing facilities?
	Yes
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	Platform lifts will be installed for mezzanine level changes
Press & Media	
1	Please describe provision that will be made for disabled members of the press/media.
	Two wheelchair bays within the press & media seating area in the stadium bowl. Fully accessible Press Auditorium, café with hearing loops installed
2	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	N/A
Leaving the Stadium	
1	Will designated entrances and entrance routes be the same routes and exits used when leaving the stadium? If not, please explain why.
	Yes
2	Will the club's evacuation plan make full provision for the evacuation of disabled supporters through horizontal and vertical routes (including lifts and stairs)?
	Yes
3	Will all refuge areas be capable of accommodating disabled supporters, including those in wheelchairs?
	Yes
4	Can the club confirm that its evacuation procedures will fully involve detailed plans for the evacuation of disabled supporters?
	Yes

5	Will you be providing any other, additional facilities/services in this area that you would like to mention?
	We will provide rest seating outside of the stadium.
Other information	
1	Please feel free to raise any other aspects of provision for disabled supporters not already covered.
	N/A

Outside the Stadium

A. Transport and Access to the Stadium

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The stadium is tightly constrained by a hospital, private housing and public roadways and has only one road for stadium access, which is Occupation Road. This road has a slope leading down from Vicarage Road. It was re-tarmacked to remove potholes and improve disabled access in September 2015.
2	Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.
	We have completed a full review of all access routes to the stadium and have produced an Access Statement, which is available to download from our website at the link below. Printed copies are available from our ticket office and stadium reception. https://www.watfordfc.com/community/disabled-supporters
3	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No additional works to be completed
4	Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?
	N/A

B. Car Parking

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	A car park area for wheelchair supporters was opened in September 2016. No further car parking will be completed before August 2017, due to the limited space available around the stadium.
2	How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	We will provide 25 wheelchair accessible parking bays, which equates to 100% of the overall club managed matchday parking. Five bays are available on a match-by-match basis for home and away supporters, and 20 on a seasonal basis.
3	How many of the matchday disabled parking bays available by August 2017 will meet with ASG recommendations?
	25
4	Of all matchday disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	60 metres
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	100%
6	Will you utilise off-site disabled parking on matchdays and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	We have spaces reserved in the nearby Lower Hospital car park for ambulant disabled supporters. Due to the slope between the car park and stadium we provide a fully accessible buggy to bring supporters to the accessible entrance of their choice. Supporters are also able to make the return trip by buggy. Spaces are available to both home and away supporters.

7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	We operate a designated drop-off and pick-up zone in Occupation Road.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We are in discussions with the hospital to increase the number of spaces we can offer to ambulant disabled supporters on a matchday.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	N/A
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	No, due to the geology around the stadium it is not possible to fully meet this requirement. Level access is provided at all turnstiles and accessible entrances.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	No, as above
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	No, as above
5	Will tactile paving be in place at drop-off and pick-up zones?
	Tactile paving is not required as Occupation Road does not cross a highway at the drop-off/pick-up point.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No additional works are planned
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	None
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	External signage is large, bold and easy to read at a distance. Visual contrast is good, symbols and letters are well positioned and are of a good height. Orientation maps were positioned around the stadium in November 2016.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Escape route signage is being reviewed and a full evacuation test took place in October 2017. Current signage is all in capitals, so all new signage will have upper and lower case. Older signs will be replaced over time.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?

	None
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The ticket office layout has been redesigned to improve access. Step-free access and automatic doors have been installed in the ticket office, club shop and stadium reception areas.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes, lowered counters, audio-induction loops, good lighting and parking access are all available and have been in place since before August 2015.
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes – we have six clearly marked accessible entrances located around the stadium, including one for visiting supporters.
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes, doorway spaces are fully compliant and automatic doors are installed.
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	The Upper Graham Taylor Stand hospitality entrance is currently being redeveloped and will be opened by November 2017. It will be fully compliant to guidelines. Audio-induction loops will be added to all retail and reception areas throughout the stadium.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	None
Circulation Areas	
A. Vertical Circulation – Passenger Lifts, Stairs and Ramps	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<ul style="list-style-type: none"> • A passenger lift has been installed in the Sir Elton John Stand to provide access to the elevated wheelchair platform in that stand. • Passenger lifts have also been installed in the Hospitality area. • Ramps have been built in both the Rookery and Upper Graham Taylor stands to improve access to disabled spectator viewing areas in both stands. • A passenger lift has been installed between the Upper and Lower Graham Taylor stands to provide access to wheelchair and ambulant disabled spaces in the Lower stand • A passenger lift has been installed in the Sir Elton John Stand to improve access to pitchside wheelchair spaces in the away section.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	Yes
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?

	Yes
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	A ramp to provide wheelchair access to the media suite.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	None
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	All corridors and passageways are unobstructed and allow sufficient circulation space for wheelchairs users to turn and pass.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No additional works are planned
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	None
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p><u>Completed works since September 2015 are as follows:</u></p> <p><u>ROOKERY STAND</u> 5 additional wheelchair spaces created at elevated level Spaces opened from West Ham match on 25 February 2017</p> <p><u>SIR ELTON JOHN STAND</u> 12 additional wheelchair spaces created at elevated level The first 7 spaces were open from Everton match on 10 December 2016, 5 additional spaces were open from Swansea City match on 15 April 2017</p> <p><u>VICARAGE ROAD STAND</u> 4 wheelchair spaces at elevated level in the away section 4 wheelchair spaces at pitchside level in the away section Both levels were open from Leicester City match on 19 November 2016</p> <p><u>SENSORY ROOM</u> 3 additional wheelchair spaces available inside the Sensory Room Spaces were open from Everton match on 10 December 2016</p> <p><u>VICARAGE ROAD STAND</u> 6 wheelchair spaces created at elevated level in the away section</p>

	<p>Spaces were open from Liverpool match on 12 August 2017</p> <p><u>LOWER GRAHAM TAYLOR STAND</u> 24 wheelchair created at elevated level Spaces were open from Liverpool match on 12 August 2017</p> <p><u>ROOKERY STAND</u> 10 wheelchair spaces created at elevated level Spaces were open from Liverpool match on 12 August 2017</p>
2	<p>What will the total capacity of your stadium be in August 2017?</p> <p>20,690</p>
3	<p>According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?</p> <p>150. This figure is reduced from 153 quoted in previous documents due to removal of seats for works in progress, which resulted in a reduction of the overall capacity.</p>
4	<p>How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?</p> <p>60, of which 100% meet ASG recommendations. This figure includes 32 positions that were already in place in August 2015.</p>
5	<p>How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?</p> <p>110, of which 100% meet ASG recommendations</p>
6	<p>Of the total wheelchair positions provided by August 2017, how many will be elevated?</p> <p>65</p>
7	<p>Of the total wheelchair positions provided by August 2017, how many will be pitch-side?</p> <p>38</p>
8	<p>Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.</p> <p>Yes</p>
9	<p>Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?</p> <p>14, 10 at elevated level and 4 at pitch-side level</p>
10	<p>If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).</p> <p>Yes, an extension of the Sir Elton John stand is planned, which will include the remaining wheelchair positions. Two different sets of plans, which address the challenges of increasing capacity on the Sir Elton John Stand side of the stadium, were shared with members of the EHRC upon their most recent visit. They both acknowledge that street-level loading to c.55-60 wheelchair positions remains a priority for any such development.</p>
11	<p>Please provide the name of your appointed architect (if applicable).</p> <p>Peter McCorkell, Vauss Limited</p>
12	<p>Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.</p> <p>a) Total will depend on the total number of seats we include in the planned extension to the Sir Elton John Stand, as this will change the number of positions needed to meet the numbers detailed in Green Guide Table 4. E.g. If we build 2,000 extra seats, our capacity will increase beyond 22,000 and we will require a minimum of 46 wheelchair positions.</p>

	b) 38 c) As per a)
13	How will wheelchair positions be distributed across the stadium?
	Wheelchair positions will be available in all four stands, at several different elevated levels and with a number of pitch-side positions.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	No
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All wheelchair positions will offer a companion seat which meets ASG recommendations.
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	We are planning to include flexible seating which will enable positions to accommodate either wheelchair or ambulant disabled spectators, but no positions will be configured to accommodate non-disabled supporters.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	<u>Completed works since September 2015 are as follows:</u> <u>ROOKERY STAND</u> 14 amenity/easy access spaces for ambulant disabled supporters created at elevated level Spaces opened from West Ham match on 25 February 2017 <u>SENSORY ROOM</u> 6 amenity/easy access spaces created at elevated level Spaces were open from Everton match on 10 December 2016 <u>UPPER GRAHAM TAYLOR STAND</u> 12 amenity/easy access spaces created for ambulant disabled supporters at elevated level Spaces were open from Liverpool match on 12 August 2017 <u>LOWER GRAHAM TAYLOR STAND</u> 36 amenity/easy access spaces created for ambulant disabled supporters at elevated level Spaces were open from Liverpool match on 12 August 2017 <u>VICARAGE ROAD STAND</u> 9 amenity/easy access spaces created for ambulant disabled supporters at elevated level in the away section Spaces were open from Liverpool match on 12 August 2017 <u>SIR ELTON STAND</u> 12 amenity/easy access spaces being constructed for ambulant disabled supporters at elevated level Spaces were open from Liverpool match on 12 August 2017
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	176
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?

	Additional elevated amenity/easy access spaces are to be built for visiting supporters.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	None
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Six additional accessible toilets have been built in the hospitality area, media suite, the Rookery Stand, the Sir Elton John stand and away supporters section of the Vicarage Road Stand, since September 2015. A further three accessible toilets were built to serve newly developed wheelchair and amenity/easy access disabled spaces in the Lower Graham Taylor Stand and the away supporters pitchside section. We have a total of 15 accessible toilets, including those already in place before September 2015.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	Yes
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (e.g. radar keys/staffed toilets/other)?
	All accessible toilets have RADAR keys, and matchday disability liaison stewards carry a RADAR key for those supporters who do not have their own.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	All accessible toilets are unisex facilities.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes, all accessible toilets will be within 40 metres of accessible spaces and will also meet the 1:15 ratio.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	Yes, we have one Changing Places facility, which was completed and opened for the Manchester City home game on 21 May 2017. The facility can be accessed from all four sides of the stadium.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	Yes, we will provide designated toilets for ambulant disabled supporters in accordance with section 2.28.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	No additional works are planned.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	None
Other Facilities – refreshments, hospitality, retail, press/media	

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	A fully accessible club shop, including step and ramp free access via an automatic door, a dropped counter, induction loop and an accessible toilet was opened in August 2016. Hospitality areas including wheelchair and ambulant provision were also opened in August 2016.
2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes, refreshment facilities will be available for disabled spectators. Lowered counters are provided in both the Rookery and Lower Graham Taylor Stands and induction loops will be places in all kiosks.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.
	Yes, the club has operated a seat side food and drink ordering service for all disabled supporters for the past two seasons. Volunteers from our Community & Education Trust visit every area of disabled spectator viewing pre-match to take orders, which are either delivered before the match commences or at half-time.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	Yes, all restaurants and bars are fully accessible to all disabled supporters.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes, all Directors boxes and hospitality suites can be accessed by passenger lift by wheelchair users and all other disabled spectators. All have clear access routes, accessible toilets within 40 metres. The Directors Box does not have a designated viewing area.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	There will be three wheelchair positions available across our hospitality suites.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	No additional works are planned
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	We have 21 Soccer Sight headsets, which allow visually impaired supporters to sit in any part of the stadium and listen to the commentary provided by volunteers from the Watford Hospital Radio team. We also welcome guide dogs into the stadium. While we have no specific provision for deaf people, or those supporters with mental impairments or health conditions, our DLO and DAO would discuss everyone's needs and work with the stadium management and safeguarding lead to make any reasonable adjustments required.
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes. While our media/press seats do not have any accessible positions due to their location at the back of the Sir Elton John Stand, we would ensure disabled members of the press are able to use general access spaces to view the match. A ramp to provide wheelchair access to the media suite will be built.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?

	Yes, a fully equipped Sensory Room with a view of the pitch was opened at the Everton match on 10 December 2016.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	No additional works are planned
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	No works have been completed in this area.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Yes, exit and entrance routes are the same.
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes, the club has an Evacuation plan in place.
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	All matchday staff are fully briefed regarding the Evacuation Plan at the start of each season. The club evacuation test event took place in October 2017.
5	Are all Refuge Areas clearly marked and designated?
	No – refuge areas in the Lower Graham Taylor Stand need to be clearly marked.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	As per question 5, refuge areas in the Lower Graham Taylor Stand need to be clearly marked. This will be completed by the end of October 2017.
7	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None
Staff Training	
1	Please detail your club's staff training programme(s) relating to disabled spectators?
	Equality training, which contains a section on disability, is carried out for all stadium, matchday and club staff on an annual basis.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and matchday staff?
	Our training materials are created in-house and reviewed quarterly. We also take a proactive approach in including new or updated requirements into our material.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Yes, an Access Audit was carried out in November 2016.

Communication and Consultation	
1	<p>Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.</p> <p>We have consulted fully with Watford FC Enables, our Disabled Supporters' Association. Club management responsible for our ASG works have met with the Enables group on many occasions and have written to all non-disabled supporters whose seats have been removed because of the works.</p>
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p> <p>This consultation has proved invaluable in helping shape our plans. The chairman, David Butler, is an experienced equality campaigner and our regular discussions have provided a point of reference for all proposed works and planning. Architect plans and ideas have also been shared with David, whose group unanimously agreed to support the release of a joint statement in conjunction with the club, which can be found on the link below. We feel there is no challenge we cannot overcome with collaborative working: https://www.watfordfc.com/club/watford-fc-commitment-accessibility</p>
3	<p>How are your clubs plans in this area communicated across all interested parties?</p> <p>The clubs' plans were communicated at meetings of the Enables group and shared with all members who did not attend via Email.</p>
4	<p>Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?</p> <p>Yes, wheelchair and ambulant spaces were sold online for the first time for our match against Manchester City on 21 May 2017. Full roll-out of the service is planned to start when match tickets go on sale for the 2017/18 season.</p>
5	<p>Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?</p> <p>We currently have no waiting list for either wheelchair users or ambulant disabled supporters. Sales of spaces available to match by match purchasers are collated by our Disability Access Officer and monitored to establish that we are meeting demand.</p>
6	<p>How do you promote the availability of tickets for people with disabilities?</p> <p>We supported the award-winning 'Disabled Access Day' at our match against Southampton on 4 March 2017. Disabled Access Day is a celebration of good access and aims to encourage people to explore new places and gain new experiences by highlighting the good accessibility at locations across the UK. We teamed up with the charity to publicise our matchday availability for the match and attracted 5 new supporters. We plan to continue working with DAD, the Enables group and our Community & Education Trust's disability access manager to promote availability of tickets to people with all types of disabilities.</p>
7	<p>Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)</p> <p>Yes, a link is provided below: https://www.watfordfc.com/community/disabled-supporters</p>
General Club Comments	

Please express any other comments, observations or issues you would like to raise .	
1	N/A

West Bromwich Albion

Outside the Stadium

A. Transport and Access to the Stadium

1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.</p> <p>The club have designated a matchday Disabled Transport drop-off / pick-up point by the side of the West Stand / Smethwick End Accessible Entrance. It is not possible to make this undercover as it is on a public highway. The club can also accommodate disabled supporters being dropped off at the East Stand Car Park upon request.</p>
2	<p>Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.</p> <p>A comprehensive matchday travel plan is in place which results in a single lane of the A41 directly outside of the stadium and Halfords Lane being closed to all traffic 95 minutes prior to kick-off. The closure remains in place for up to one hour after final whistle.</p> <p>There are several public transport services detailed in the WBAFC Access Statement. The stadium is served by the number 74 bus, operated by Network West Midlands, running at a frequency of every ten minutes. The 74 bus service operates between Birmingham City Centre and Dudley, with calling points at Handsworth, West Bromwich and Great Bridge as well as on the Birmingham Road, directly outside The Hawthorns. The service is fully accessible.</p> <p>There is a tram service between Halfords Lane tram stop and Birmingham city centre. Wheelchair users can travel if their wheelchair conforms to International Standard ISO 7193 (maximum length 1200mm and width 700mm). Trains used by London Midland allow wheelchairs with the footrests folded to be carried, provided they fall within the dimensions of 1000mm length and 700mm width.</p> <p>A route from the tram to the stadium via Halfords Lane is recommended and takes approximately 20 minutes. The approaches to the stadium are predominantly level. The pavements are under local authority (LA) control and conditions are generally good with drop crossings. When disrepair occurs, the club will raise this with the LA, via the Safety Advisory Group.</p> <p>The nearest station is The Hawthorns which is situated 0.3 miles (5 minutes' walk) from the stadium.</p> <p>This station is served by trains from Worcester Foregate Street/Kidderminster and Dorridge/Stratford-upon Avon (via Birmingham Moor St and Birmingham Snow Hill). The station is served by Midland Metro services from Birmingham New St and Wolverhampton St. George's.</p> <p>The stations at either end are fully accessible and details are made available to disabled supporters in the WBAFC Access Statement.</p>
3	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p> <p>None at present, but club has every intention to incorporate all required facilities that meet best practice as part of any future planned developments at the stadium.</p> <p>A full signage (including wayfinding) review is being undertaken by the club via Level Playing Field on the 26th of October 2017 – This is also part of our full Access Audit that is booked.</p>
4	<p>Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?</p>

	No
B. Car Parking	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017
	<p>WBAFC have reviewed the East Stand Blue Badge car parking spaces available (x 5) and redesigned them by having additional designated hatchings marked out that allow wheelchair users to access the boot and all doors of their vehicles when accessing / egressing their vehicles – in accordance with BS 8300.</p> <p>External contractors have been enlisted to repaint all the markings. The club have also obtained an agreement to allow approximately 75+ disabled Blue Badge Holders to park on the Sandwell Academy Car Park directly opposite the new West Stand / Smethwick End Accessible Entrance and new accessible concourse. This car parking facility is less than 50 metres from the nearest accessible entrance and designated stewards are positioned to assist fans. WBAFC have employed external contractors to insert a new drop crossing that allows wheelchair users to exit the car park. The club have had all the recommended tactile paving suggested in our access audit installed in the relevant places.</p> <p>Car park passes are available from the ticket office.</p> <p>We have also further enhanced our accessible provision for supporters wishing to access the memorial garden in the East Stand Car Park by building a new ramp and paving.</p> <p>The works described above have all been completed.</p>
2	How many matchday disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	Five in the East Stand car park and 75 at Sandwell Academy. 80 in total which constitutes 20% of our club managed provision.
3	How many of the matchday disabled parking bays available by August 2017 will meet with ASG recommendations?
	<p>Five bays designated in the East Stand car park fully meet the ASG recommendations. They are fully marked out are supervised by matchday stewards. They are positioned as close as possible to any entrance for disabled supporters.</p> <p>The provision of our designated 75 spaces at Sandwell Academy does not allow for the bays to be physically marked out as the car park is not under our ownership, it is a purpose built unmarked pick up area for schools on non-matchdays. However, the provision is supervised and controlled by matchday stewards. It has level access with a good surface, a new drop crossing provided, spacious and as close as possible to two accessible entrances for disabled supporters. The West Stand / Smethwick End Accessible Entrance is less than 50 metres away. This facility is available for away supporters with blue badge / match tickets also. As such we believe this to be a reasonable adjustment and this has met with support from the WBAFC DSG.</p>
4	Of all matchday disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	Less than 50 metres for the West Stand / Smethwick End accessible entrance and the Sandwell Academy provision and less than 15 meters for the East Stand.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	See comments in section 2 & 3.

6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	The off-site provision is the designated 75 spaces at the Sandwell Academy and is less than 50 metres from the nearest accessible entrance, so transport is not a requirement. Access is across a closed road.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	Yes, but not undercover – please see answer for A1.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	All works completed.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?
	N/A
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Dropped crossing built 2017 on the Sandwell Academy car park route. The club have had all the recommended tactile paving, raised in our access audit, installed in the places advised.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes, with the exception of public footpaths controlled by the local authority and the general away supporter's access ramp. Coaches for supporters with accessible needs are encouraged to contact the club in advance and arrangements are then made to drop-off and pick up adjacent to the stadium.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	N/A
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes
5	Will tactile paving be in place at drop-off and pick-up zones?
	The club have had all the recommended tactile paving installed, as raised in our access audit.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None at present but club has every intention to incorporate all required facilities that meet best practice as part of any future planned developments at the stadium.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	No
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	All new works completed in July 2017 have new signage that meets recommendations.
2	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?

	We are awaiting a visit from DisabledGo who will be undertaking an in-depth review of access provision. We are then going to review all wayfinding signage and provision, based on their recommendations. This visit is expected to take place before the end of November 2017. A signage review by an external company is planned during the 17/18 season.
3	Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?
	We would like to highlight that although we are waiting for the DisabledGo visit before we undertake our full signage and wayfinding review, we have installed the correct signage on all our new works recently undertaken and completed as per our 2017 undertakings.

Entering the Stadium

A Ticket outlets, designated entrances, doors/lobbies

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Hearing loops, drop counters, powered doors and accessible buttons installed in the ticket office, reception areas and club shop. A designated Disability Liaison Officer is positioned in the ticket office.
2	By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?
	Yes - Completed
3	Will you have clearly marked designated entrances for wheelchair and other disabled spectators?
	Yes - Completed
4	Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?
	Yes - Completed
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Full signage review when DisabledGo have finished their audit. Signage / Wayfinding will be undertaken by external experts.
6	Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?
	None

Circulation Areas

A. Vertical Circulation – Passenger Lifts, Stairs and Ramps

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The middle lift in reception has an audible provision installed.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	All public areas are serviced by lifts, where required.
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes

	<p>A concrete ramp has been installed as part of the concourse works in April 2017 and meets ASG recommendations and building regulations.</p> <p>An access ramp installed in the West stand lift area. This is compliant.</p> <p>The newly created seating platforms to the away section of the seating area are serviced by four small compliant ramps.</p>
5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	None at present, but the club has every intention to incorporate all required facilities that meet best practice as part of any future planned developments at the stadium.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	No
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	N/A
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	Yes
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A
5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	N/A
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>There has been a provision of six new wheelchair bays in the East Stand totalling 56. These are all elevated positions.</p> <p>There has been a provision of 18 new wheelchair bays in the West Stand totalling 18. These are pitch-side positions, slightly elevated.</p> <p>There are no new wheelchair bays in the Birmingham Road End with those directly behind the goal (x8) being removed from sale. There is a total of 59 bays in total. These are pitch-side positions.</p> <p>There has been a provision of 11 new wheelchair bays in the Away Section of the Smethwick End totalling 17. These are platforms at pitch-side.</p> <p>There is a total of 21 wheelchair bays in the home section of the Smethwick End.</p> <p>Total stadium number of wheelchair bays is 171 against the previous total of 145</p> <p>In addition to these a number (in excess of x30) executive box seats can be converted to wheelchair bays if required.</p>
2	What will the total capacity of your stadium be in August 2017?
	26,688
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	171 based on the 2017/18 capacity of 26,688

4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	At time of completion 171 wheelchair bays. Previous numbers were 145.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	The number of recommended bays of 171 has been met.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	This depends upon the definition of elevation. 74 bays are above pitch level.
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	115
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.
	Yes - all four stands. The West Stand having wheelchair facilities for the first time.
9	Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?
	There will be 17 positions and they will be all pitch-side. This is 10% of total wheelchair allocation.
10	If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).
	There will be the required number of 171.
11	Please provide the name of your appointed architect (if applicable).
	Glancy Nichols Architects.
12	Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.
	a) 171 b) 115 c) 74
13	How will wheelchair positions be distributed across the stadium?
	East Stand (x56) – These are all elevated positions West Stand (x18) - These are elevated pitch-side positions Birmingham Road End (x59) - These are pitch-level positions Smethwick End (x17 away & x21 home) - These are pitch-level positions albeit on a designated raised platform.
14	Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.
	No
15	By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?
	All 171 wheelchair positions will offer a companion seat. There is a mix of side by side, elevated and behind throughout the stadium, all done in consultation with the supporter's club. These will meet ASG recommendations.

	<p>Side by side seats: East Stand x 16 (all remaining companion seats are behind but are new bespoke raised seating designed for improved sightlines and/or for ambulant supporters with specific requirements)</p> <p>West Stand x 18</p> <p>Smethwick End x 17 (all away wheelchair positions have side by side companion seating)</p> <p>Birmingham Road x 0 (due to this stand's space restrictions all companion seating is behind) Total = 51</p>
16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	Yes, in executive areas. These will be in addition to the recommended number of 171 bays.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	There are a significant number of designated ambulant disabled supporter easy access and amenity seats now identified on the ticketing system and across all areas of the stadium. The club has commissioned 50 removable armrests that can be added to designated amenity seats as and when the request for the seats is taken. A designated number of amenity seats in the away section have been identified and these seats will have armrests fitted on a permanent basis.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	413 in total – 307 Easy Access and 106 Amenity seats.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	We do not envisage any at this time as we have provided in 2017 additional designated ambulant supporter toilet cubicles in every main toilet block throughout the stadium, additional hand rails at the end of one urinal run in each of the male main toilet blocks on concourses. We have also identified and equipped all accessible toilets as Stoma Friendly. Work completed.
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	<p>The club has faced considerable challenges with space and existing season ticket holders when trying to a) achieve distribution requirements and this has been achieved and b) looking at the provision of the recommended number of elevated positions.</p> <p>The number of elevated positions does not yet meet the numbers recommended but we consider that we have made reasonable adjustments by providing additional spaces with new dedicated disabled supporter concourse facilities and in a stand, that previously had none.</p> <p>After consultation with the Chairman of the WBADSC and other interested parties with regards to 'Elevation or Distribution' it became clear that elevation was not always the preferable default for a supporter.</p> <p>The view of the Chairman of the WBADSC was that the development of additional facilities in both the corner of the Smethwick End / West Stand and the Birmingham Road / West Stand corner would become an attractive proposition for supporters, even suggesting that some will wish to relocate from the elevated viewing provision in the East Stand to the new planned provision in the West Stand.</p>

	<p>It was generally accepted by those contributing and in particular from the Chairman of the WBADSC that weather protection afforded by the West Stand elongated roof was a major benefit. Other major perceived benefits were:</p> <ul style="list-style-type: none"> • the easier access to the newly proposed concourse facilities • the proximity of the recently provided parking for Blue Badge Holders to both accessible entrances • The proximity of the Fan Zone and; • Being close to the players and the action <p>We did have a proposal to create a ‘Super Riser’ in the Smethwick End for away disabled supporters with direct access via V1; this consists of no steps with a minor elevated ramp access. This would allow disabled away fans access to wheelchair users and companions to the existing refreshment kiosks.</p> <p>This proposal would assist the club in providing increased recommended ‘Elevated Positions’. We rejected the proposal on safety grounds, after consultation with interested parties and having undertaken an internal assessment of the risks to both disabled supporters and other supporters the decision was taken to dismiss the elevated viewing plans. The impact of potentially having 17 wheelchair users plus companions occupying a very limited concourse space with 2600+ fans would be hazardous. This had to be balanced with the desire to provide elevated positions but it is the clubs belief that the provisos we then planned for the Smethwick End / West Stand corner, plus provision of additional wheelchair bays in the West Stand, is a more than reasonable adjustment. It received very favorable feedback from parties invited to give their views. There were also revised plans in the away section to include the removal of a further three rows of seats adjacent to the current provision (an increase of nine bays plus adjacent companion seating) increasing the away provision to 17 – Work Completed.</p>
<h2 style="text-align: center; margin: 0;">Toilets for Disabled Spectators</h2>	
<h3 style="margin: 0;">A Location and Design</h3>	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.</p>
	<p>All current accessible toilet provision throughout the stadium has been reviewed, including existing provision. All toilets were either completely revamped (where required) or equipped with additional or upgraded equipment. This included changing some toilet seats where height recommendations were not met, minor changes like mirrors, coat hooks, additional hand rails, changing equipment layouts, colour changes etc.</p> <p>The major change was the commissioning of five completely new accessible toilets. In addition to the existing provision, a Changing Place Toilet was installed, and a new accessible toilet (behind A Block in the visiting fans area) and the additional designated ambulant supporter toilet cubicles in every main toilet block throughout the stadium. Hand rails added at the end of one urinal run in each of the gent’s main toilet blocks on concourses.</p> <p>We have also identified and equipped all accessible toilets as Stoma Friendly.</p> <p>There is a block of Portakabin style toilets on the Fan Zone site and one is a disability accessible toilet.</p> <p>All work completed.</p>
2	<p>By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall</p>

	outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	Some toilets are slightly beyond the 40m distance, however additional toilets have been built to allow quicker access upon arrival. Where this is the case, access is via a sterile walkway resulting in quicker access than potentially through a congested concourse.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (eg radar keys/staffed toilets/other)?
	There is a stewarding presence in close vicinity to all our accessible toilets and a number of toilets are operated by RADAR key. We have also trained our stewards to understand that not all disabilities are visible, as well as designating all our accessible toilets as Stoma Friendly. Therefore, our stewards remain vigilant and they are well aware that not all disabilities are visible.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	All our accessible toilets are unisex and they number 22 in total.
5	Will all disabled toilets meet with recommendations within the ASG?
	Yes
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	A new Changing Place Toilet was built in July 2017, this is part of the new Accessible Concourse facility built in the corner of the West Stand / Smethwick End.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	In 2017, we provided additional designated Ambulant Supporter Toilet cubicles in every main toilet block throughout the stadium; additional hand rails at the end of one urinal run in each of the gent's main toilet blocks on concourses. We have also identified and equipped all accessible toilets as Stoma Friendly.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	None at present, but we have every intention to incorporate all required facilities that meet best practice as part of any future planned developments at the stadium.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	We accept that the travel distances for disabled away supporters and a limited number of supporters will slightly exceed the recommended travel distance for accessible toilets. However, it is our belief that the provision of four new accessible toilets and a Changing Places toilet will be a reasonable adjustment as waiting time will be reduced and facilities much improved in the Smethwick End area. For supporters located in the newly developed area in C1 block, travel distances will be met by these new facilities. Travel routes will be through sterile areas only. We also believe it is a reasonable adjustment that the provision of two new accessible toilet, in addition to the two already provided in the West Stand / Birmingham Road and will result in much reduced waiting time.

	<p>We have also provided a new accessible toilet located on the away fans outside concourse and fans can be assisted to the facility upon request. It is made available for our disabled supporters who are travelling away on club coaches, as this is the pick-up area for away travel.</p>
<p>Other Facilities – refreshments, hospitality, retail, press/media</p>	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.</p>
	<p>We have created two brand new designated Accessible Concourse areas (one of which includes a sensory area) at either end of the West Stand and two new Accessible Entrances. This will result in a much improved but underutilised area of concourse. It has been revamped to incorporate 'Pre-match and Half-Time Ordering and Collection Points'. These allow supporters to order refreshments that are delivered to them. Printed menus are available upon request and images also used on the menu boards. The areas also have been renovated with new flooring, ceilings, decoration and provided with TV / Video Screen facilities.</p> <p>Giving choice to supporters to interact with other fans or family or go through to their viewing areas will enhance the matchday experience.</p>
2	<p>By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?</p>
	<p>Yes. All our current kiosk facilities in the East Stand meet that criteria. The Birmingham Road and Smethwick End is now provided for by the newly constructed and designated accessible concourse areas at either end of the West Stand. It has been renovated so that they incorporate pre-match and half time ordering and collection points that allow supporters to order refreshments and have them delivered to them.</p> <p>Previously away disabled supporters in the Smethwick End could not directly access a refreshment facility and so relied on stewards to obtain them on their behalf; whilst they can still do that they can now access the new facilities. Away supporters can also enjoy refreshments with their own supporters through assistance of stewards. A fully accessible toilet is available in this area also.</p>
3	<p>Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.</p>
	<p>The West Stand, Birmingham Road and Smethwick End is now provided for by the newly constructed and designated Accessible Concourse areas at either end of the West Stand. It has been revamped so that they incorporate pre-match and half time ordering and collection points that allow supporters to order refreshments and have them collected and delivered to them. The East Stand concourse has designated accessible points also.</p>
4	<p>Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?</p>
	<p>Yes</p>
5	<p>Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).</p>
	<p>Yes, there are 28 Boxes. Access is via a single door that is wide enough for wheelchairs. The room is level with one further door leading to a balcony with views of the pitch. On matchdays and with prior notice a number of seats can easily be removed and wheelchair users can enjoy a superb view of the pitch from the balconies. The same facility can be accommodated in the Directors area and all suites are level and accessible.</p> <p>The West Stand Executive Suites can accommodate disabled guests and access is via the Executive Area accessible entrance. On matchday, this is staffed by security personnel who will assist. There</p>

	<p>is a lift that will take you to the 2nd floor, with a level landing that leads through wide double doors to a corridor and onto all the Executive Suites. Further security personnel are on duty and will assist with doors and directions to the relevant suite; all flooring is carpeted but the corridor is level and wide enough for wheelchair users.</p> <p>For disabled guests invited to attend functions located in the suites located on the 1st & 2nd floors of the East Stand, these can be accessed via three lifts from main reception, the middle lift being a 'talking lift'.</p> <p>Reception/security staff will be on hand to assist, the corridors and floors are level and wide enough for wheelchair users.</p> <p>All areas have easy access to accessible toilets.</p>
6	<p>How many wheelchair positions will be available within hospitality areas by August 2017?</p> <p>There are two designated wheelchair bays but also the opportunity to remove chairs in each executive box (x28) and also on the West stand gantry (x6). These numbers are not included within the 171 available, they are an additional provision.</p>
7	<p>Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.</p> <p>None at present, but we review demands constantly as part of our internal processes.</p>
8	<p>What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?</p> <p>A hearing loop is available in the Ticket Office and a portable system at reception, also in both the Millichip Suite and the Richardson Suite.</p> <p>We have also identified and equipped all accessible toilets as Stoma Friendly and signed as such (in support of the Colostomy Association).</p> <p>Word versions of match day programmes are available upon request from the club for supporters with visual impairments.</p> <p>The Club broadcast live in-house match commentary for all first team matches within the stadium for visually impaired supporters. The commentary can be picked up on either the supporters own FM radio or one provided by the Club – the frequency is 106.9 FM.</p> <p>A new Accessible website has also been launched June 2017.</p>
9	<p>Will the club provide accessible positions for disabled members of the press/media? If so, how many?</p> <p>Available upon request.</p>
10	<p>Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?</p> <p>The club cannot currently accommodate a Sensory Room that incorporates a pitch view but we have constructed a new 'Sensory Area' within the new West Stand / Smethwick End Accessible Concourse. This new facility has been fitted with sensory equipment and a flat screen TV showing the match and has been complimented by The Shippey Campaign.</p> <p>We have consulted with both our Albion Foundation and a local autism School and it is our intention to offer the use of this facility to user groups throughout the week, upon request. On</p>

	matchdays then we envisage it being a facility that allows families and other supporters with specific requirements to relocate to this area. The space is an open area, rather than a room.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	Discussions are at an early stage however there is the possibility of including a sensory area within a potential development alongside the Albion Foundation.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	The club has every intention to incorporate a sensory room facility that meets all best practice as part of future planned developments at the stadium.

Leaving the Stadium

A Exit Routes

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>The two newly designated Accessible Concourse areas at either end of the West Stand have been revamped. New lighting and signage has been installed and the entrance/exit at the West Stand/Birmingham Road concourse is newly constructed.</p> <p>There are a number of exit routes that lead to drop crossings and these have all had tactile paving installed.</p> <p>The club has designated a drop-off/pick-up point for disabled supporters who have arrived and are leaving on dedicated transport. The new West Stand/Smethwick End exit route leads directly to this point.</p> <p>The exit route to the new Academy Blue Badge Parking has been augmented with a new drop crossing for wheelchair and or ambulant supporters leaving for their vehicles.</p>
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	<p>Entry routes for the new West Stand/Birmingham Road and West Stand/Smethwick End concourses are also the exit routes for the majority of those disabled supporters whose entry was via those routes.</p> <p>There is also the option for disabled away supporters to exit via the ramp to the rear of the Smethwick Stand and into the East Stand car park, or to the away coach park area on Middlemore Road. However, for wheelchair users this would almost certainly require assistance from companions/stewards as the ramp is fairly steep and not really intended for supporters – it could be used in the event of an emergency evacuation, dependent upon the circumstances. This ramp is well lit and signposted.</p> <p>Those disabled supporters using the West Stand/Birmingham Road will exit back through the signed Accessible Exit route – pitch-side. This route utilises a gentle ramp that is well lit and signed and leads back to the new concourse and out via the new double door exit onto the level on Halfords Lane.</p> <p>East Stand disabled supporters would exit by using all available exit points as the exit is on the level and via the concourse and is well lit, signed as exits and double width doors. This exit route leads directly out onto the East Stand main car park, on the level and to the 5 disabled car park</p>

	<p>bays or onto the Birmingham Road.</p> <p>All exit routes are communicated via the Access Statement online, plus the stadium map contained in programmes, on the back of match tickets, and online.</p> <p>As part of the Signage Review we will be looking to place Stadium Wayfinding maps at designated points in the vicinity of the stadium.</p>
3	Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?
	Yes
4	How does the club approach training of relevant personnel regarding the Evacuation Plan?
	<p>All stewards undertake training upon employment and as part of their ongoing development. Within the stewarding personnel we have trained designated Fire Marshals who undertake specific training with our Senior Fire Marshal.</p> <p>This training involves stadium familiarisation and scenario practice.</p> <p>For non-matchday arrangements the designated staff receive on-line fire training and then Fire Marshal / Fire Warden training via the WBAFC Health & Safety Officer.</p> <p>We also undertake fire drills annually.</p> <p>Senior Club staff also attend Counter Terrorism Unit CTU training sessions for emergency evacuation in the event of terrorism.</p>
5	Are all Refuge Areas clearly marked and designated?
	<p>All Refuge Areas are marked out specifically and signed appropriately with instructions – all Refuge Areas are equipped with Evac-Chairs and staff are trained to use them. We also have staff trained as ‘Train the Trainers’ in Evac-Chair usage.</p> <p>The locality, signage, equipment provision and procedures has been reviewed by an external Fire Risk Assessor - M.I.Fire.E MIIRSM MIFSM - in May 2017 and accepted as fit for purpose.</p>
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	Continual review of all procedures
7	Are there any other relevant issues or circumstances relating to ‘Other Facilities’ that you would like to raise?
	No
Staff Training	
1	Please detail your club’s staff training programme(s) relating to disabled spectators?
	<p>All staff directly employed by the Club with an identified training need have undertaken or are scheduled to undertake a ‘Working with Disability in The Workplace’ online module.</p> <p>All Stewards undertake an NVQ Level 2 in Spectator Management and within that training complete a bespoke WBAFC module that includes ‘Disability Awareness’. This training has been developed with Telford College and during the summer of 2017 100% of stewards have undertaken the new training. This provision includes the external stewarding company who supplement matchday steward provision.</p> <p>Senior Management Equality representatives of the club attended a Premier League Equalities training course in 2017 and have completed a Premier League Workshop session on the 5th of July 2017.</p>
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?

	<p>We review all H&S / Operational / Counter Terrorism / Equality / Safeguarding training annually or as any legislation / best practice changes may dictate. This includes matchday and non-matchday considerations.</p> <p>Stewards training and awareness sessions take place regularly throughout the year.</p>
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Access Audits

1	<p>Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).</p>
	<p>Yes - We have had access audits completed in 2006 & 2010 and a Wilson Owens Owens survey.</p> <p>We have a new full access audit booked with Level Playing Field that will take place on 26th - 27th October, with the matchday element on 28th.</p> <p>The Club has also had a three day DisabledGo Access Review on 29th of August 2017.</p>

Communication and Consultation

1	<p>Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.</p>
	<p>Yes – we have a WBAFC DSG whose chairman and secretary have been consulted with and involved in meetings / site visits prior to, then throughout the current works.</p> <p>The close working relationship is developed and maintained by regular formal meetings at the stadium and informal communications.</p> <p>The DSG is represented at the WBAFC Safety Advisory Action Group (SAG) by its Chairman. This group meets twice per year and includes the Sandwell Local Authority, representatives from all West Midlands Emergency Services, a representative from the Counter Terrorism Unit, a representative from the Sports Ground Safety Authority and invited guests – Items discussed can and does include accessibility plans / developments and other impactful issues, as raised by the DSG Chairman.</p> <p>Another forum is the Albion Assembly which is a formal supporters / club liaison group and has the Chairman of the DSG as a representative.</p> <p>The club has official links with The Albion Foundation, The Albion Foundation works in partnership with West Bromwich Albion Football Club, using the medium of football to provide sporting and educational opportunities to the most disadvantaged members of our local community.</p> <p>The Albion Foundation delivers a range of sporting opportunities introducing young people with disabilities and or learning difficulties to quality coaching. This is complemented by education support and mentoring.</p> <p>The club meets on almost a daily basis with the Albion Foundation and is the main communication and outreach medium for linking the local disabled community with the club. The WBAFC Chief Executive is also the Chair of the Albion Foundation Trustees, demonstrating the close working relationship.</p>
2	<p>To what extent have these consultations impacted on your proposals? Please give some examples.</p>

On the 14th October 2016 the Director of Operations, WBAFC Access Officer and the Chairman of the DSG met to discuss all the development proposals relating to the provision of:

- Increase in wheelchair bays from 145 to 171 throughout stadium
- Development of an accessible concourse to the NW of the stadium serving disabled supporters in the BRE & West stand
- Development of an accessible concourse to the SW of the stadium serving disabled supporters in the SME & West stand
- Changing Places toilet off SW accessible concourse
- Increase in numbers of accessible toilets throughout the stadium
- Provision of designated ambulant supporter toilet cubicles in all blocks including grab rails, outward opening doors etc.
- Accessible toilet to rear of SME for use by away supporters on a home match or home travelling supporters catching a coach to an away fixture
- Raised personal assistant seats to East stand providing a better view of the pitch and also for use by supporters unable to sit comfortably
- Car parking on Sandwell Academy School for disabled supporters with a match ticket. Passes available from the ticket office

Whilst discussions were very positive the DSG did raise some points around the Blue Badge Parking agreed with the Academy School. The DSG are very enthusiastic and predicted that this would be very popular, however cautioned the club about the management of the spaces and potential misuse of Blue Badges.

They suggested that the club should introduce a charge and also that only supporters holding Blue Badge and a match day ticket / season ticket should use the spaces and the club adopted the suggestion as policy.

There was also a discussion on a point raised by some of the DSG members regarding companion seating in the East Stand and sightlines sometimes being interrupted by spectators standing up in the rows in front.

We discussed the potential of a raised type seating arrangement and how that might aid the companions and also allow some options for ambulant supporters who have difficulty in sitting on a standard seat.

We commissioned a number of external seating providers and one came up with a seat that we could trial. A DSG member trialed this seat for the last few months of the season and reported back positively.

As a result of this input and some further recommendations the club commissioned 50 new raised seats and they are now in place in the Wheelchair user / companion bays in the East Stand. Regular updates / consultation is held with the Albion Assembly and with supporters on a one to one basis.

3 How are your clubs plans in this area communicated across all interested parties?

The plans have been extensively communicated to the WBAFC Safety Advisory Group (SAG) from the outset and formally recorded.

We have communicated the developments through the Club Official Website, the club Twitter and Facebook channels and to the DSG via their representatives.

All plans and developments have also been communicated to supporters via the Albion Assembly.

	We have communicated our plans and developments to Level Playing Field and also to the Premier League. We also communicated them as part of Level Playing Fields ‘Week of Action’ 2017.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	<p>The current website is not fully accessible. This website is operated on behalf of the Club by EFL Digital Limited.</p> <p>We are committed to assisting users with access to the Site. Our accessibility standards have worked towards AA compliance within W3C (World Wide Web Consortium) standards, and this has been achieved in many areas of the Site.</p> <p>The site has been tested with several assistive technologies, including W3C validation tools and NVDA screen readers.</p> <p>Our desktop site was developed to support AA compliance where possible on the following browsers:</p> <ul style="list-style-type: none"> • Internet Explorer 11 (and all later releases) • Mozilla Firefox 50 (and all later releases) • Google Chrome 54.0 (and all later releases) • Safari 9.0 (and all later releases) <p>Our mobile version of the Site was developed to support AA compliance on the following browsers:</p> <p>Internet Explorer 11 (and all later releases) Windows 10 Mozilla Firefox 50 (and all later releases) Windows 10 Safari 9.0, (and all later releases) iPhone 6S Chrome 54.0 (and all later releases) Samsung Galaxy S6 Text Size</p> <p>The browsers will support feature in-built accessibility tools, including zoom and text-resizing. The Ticket office and the booking of tickets online for disabled supporters is not currently available due to the eligibility requirements and verification process. However, as part of our future technological improvements for both website and ticketing we are actively engaging with potential providers with a view to where we can upgrade and how.</p>
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	No
6	How do you promote the availability of tickets for people with disabilities?
	Through the Club Official Website, the club Twitter and Facebook channels and via local press. Through the Albion Assembly which is a formal supporters / club liaison group.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position. (N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Yes – https://www.wba.co.uk/club/fans/ and https://www.wba.co.uk/tickets/

General Club Comments

Please express any other comments, observations or issues you would like to raise .

1 | **To confirm that all planned works are completed.**

The club have highlighted the works through the media as detailed below:

<https://www.wba.co.uk/news/2017/september/more-than-ever-the-hawthorns-is-for-everyone/>

The press release blow also contains a statement form Kevin Candon the Chairman of the WBA Disabled Supporters Group:

<https://www.wba.co.uk/news/2017/august/accessible-concourse/>

Outside the Stadium

A. Transport and Access to the Stadium

1 Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.

Overview

The club moved to London Stadium (former Olympic Stadium) in August 2016. London Stadium holds UEFA Category 4 status and is a fully accessible stadium, having hosted the London 2012 Olympic and Paralympic Games and the IAAF and World Para Athletics Championships in August 2017. The move to the new stadium has created huge opportunity for both the Club and our supporters, with greatly enhanced facilities and services for wheelchair users and ambulant disabled supporters.

By train and tube:

There are five train and tube destinations in close proximity to London Stadium and all are fully accessible for wheelchair users.

The club provides a complimentary accessible shuttle bus service to assist disabled home and away supporters travelling between London Stadium and Stratford Station/Official Coach Park.

Eight buses are available before kick-off, with 18 buses in operation after the game.

The service is also available by request to senior citizens, fans with mobility difficulties or temporary injuries and pregnant mothers. There is great demand for the service, so we provide a permit to supporters who request assistance.

Car Parking

Accessible parking has increased from 21 spaces at the Boleyn Ground to 49 at London Stadium. This amounts to 21.4% of the overall number of parking spaces on site.

Drop-off Facility

Disabled supporters can now contact the accessibility team to enquire about using the pick-up/drop-off facility at the stadium on matchday.

Tactile paving is in place at the pick-up/drop-off zone, along with drop-kerbs and non-slip surfaces.

Two spaces are also available upon request for commercial vehicles with hoists (mini-bus), located in our dedicated accessible car park.

Coach Parking

Disabled supporters travelling by coach can email supporterservices@westhamunited.co.uk to confirm a space in our official coach park. Once they arrive, the Accessible Shuttle Bus Service will be available to assist them in making the two-minute drive to the stadium.

Pedestrian access to London Stadium is fully accessible from all directions with level access across all five bridges to the stadium island. A lift is available from ground to podium level at Bridge 4, for pedestrians approaching from the south Loop Road. There are rest-areas across the Park at 50m intervals, including on the bridges to the stadium island. Many of the rest-areas are modified to include arm-rests to provide support for ambulant disabled supporters.

Signage

The stadium is signposted from Stratford stations, Westfield Stratford City and across the Park. Stewards and West Ham United Supporter Liaison Officers are also at hand to assist supporters

	<p>with wayfinding. Upon reaching the stadium island, all turnstile entrances and transport destinations are clearly displayed on the West Ham United totem poles. In addition, there is a team of dedicated Disabled Supporter Assistants who are positioned strategically on matchday across the Park and at accessible entrances to provide assistance. They can be identified by their bright pink tabards.</p>
2	<p>Please describe your Access Plan for disabled spectators with specific reference to transport arrangements and access/approaches to the stadium.</p>
	<p>A Transport Plan was implemented prior to our move to London Stadium.</p> <p>The Safety Advisory Group meets once every eight weeks with a key focus on transport arrangements and access/approaches to the stadium. Key influencers such as the stadium operator, TfL, the local authority, large local businesses and the club are all present and a comprehensive strategy is compiled ahead of any upcoming matches. Any issues are raised and addressed with the appropriate organisation.</p> <p>In addition to this, we hold internal club meetings before and after every home matchday, with each senior manager present. Following these meetings, a further conference is had with the stadium operator to discuss any issues and how best to address those, with transport and access being key subject headings at each meeting.</p>
3	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p>
	<p>We are in discussion with TfL to designate an additional pick-up point for the Accessible Shuttle Bus Service at Stratford International Station. In doing so, we will be providing supporters with an alternative route to reach the stadium, offering efficiency, convenience and of course, comfort.</p> <p>Site visits were held with TfL on May 19th, 2017 and June 5th 2017 to establish whether the additional service was viable and we are pleased to report that both the club and TfL are confident an arrangement can be made. A follow-up meeting with TfL and the Accessible Shuttle Bus Service company was held on July 18th 2017, and agreements were reached to provide an additional Shuttle Stop at Stratford International Station. This will be in operation from our first home match v Huddersfield on September 11th with both SLOs and DSAs assisting supporters and ensuring a smooth operation.</p>
4	<p>Are there any other relevant issues or circumstances relating to 'Transport and Access to the Stadium' that you would like to raise?</p>
	<p>Access through Westfield Stratford City (WSC) for all supporters is restricted from two hours prior to kick-off, and again after the match. Although disabled supporters were permitted access at the beginning of the season, WSC took the decision to change their policy. As part of our proactive approach to assisting disabled supporters in reaching the stadium, we have been in regular dialogue with WSC, requesting that they review this policy to provide access to wheelchair users and ambulant disabled supporters.</p> <p>We have had 2 meetings with WSC on Tuesday 4th July and Tuesday, 5th September where the subject of accessibility on matchday was discussed. The club attended with the Chairs of the DSAB and we proposed a pilot scheme to alleviate any issues with Westfield staff and to enable our disabled supporters to gain access post-match. This could be by a permit or badge system. It was a positive meeting and Westfield have since responded on 22nd September and will come back to us at the beginning of November 2017.</p> <p>Further constructive discussions have taken place since, and as a result, a number of proposals are being investigated to improve access arrangements of matchdays.</p>
B. Car Parking	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017</p>

	Following our move to London Stadium in August 2016, accessible parking on matchday has increased to 49 spaces, up from 21 spaces at the Boleyn Ground.
2	How many match-day disabled parking spaces will be provided by the club by August 2017 and what % of the overall club-managed match-day parking will these spaces represent?
	There are now 60 accessible parking spaces of a total of 154 club allocated parking spaces on matchday. This equates to 39%.
3	How many of the match-day disabled parking bays available by August 2017 will meet with ASG recommendations?
	Currently 14 of 60 of our accessible car parking bays are marked to the latest British Standards (9% of overall parking). TheClub will conduct a review of the car parking spaces on Friday 25th August, 2017 with the view to increasing the number of bays that meet British Standard to 18 (11% of overall parking). A proposal will be submitted on that date to the stadium operator for any required changes to infrastructure. In the interim, the club will manage this process on matchday, using cones and Disabled Supporter Assistants to ensure that a total of 18 bays are to the size required by British Standard. This process will be in place for our first home match on Monday 11th September, 2017.
4	Of all match-day disabled parking bays available by August 2017, what is/will be the maximum distance between a marked disabled parking bay and a designated disabled entrance?
	The maximum distance between Car Park 1A (dedicated accessible car park) and the nearest designated accessible entrance is 75m.
5	By August 2017, approximately, what % of marked disabled parking bays will be located at (or close to) this maximum distance?
	100%. All accessible parking spaces are located within our dedicated accessible car park.
6	Will you utilise off-site disabled parking on match-days and if so, please describe arrangements you have made to transfer disabled spectators from these locations to the stadium?
	Stratford is a thriving economic hub with major construction and development works ongoing in the local area. Two schools are currently being built across the road from London Stadium, one opposite the entrance to the Stadium Store Café and the other just a few hundred yards from the accessible car park. Steering groups have been created involving the club and the David Ross Academy Trust with one element of our meetings being focused on the provision of matchday parking on both sites. We are confident that through these steering groups, and the fantastic relationships we enjoy with schools in the local community, that there will be an opportunity to provide alternative site locations for parking in the future. Construction is scheduled for completion in September 2017 and September 2018 respectively. If there is an opportunity to increase disabled parking provision off-site, we will ensure that the Accessible Shuttle Bus Service forms part of that journey in assisting disabled supporters to and from the stadium.
7	By August 2017, will you provide designated drop-off and pick-up zones for disabled spectators?
	Yes. We already provide dedicated drop-off and pick-up zones at the stadium for disabled supporters. This can be arranged by email to accessibility@westhamunited.co.uk Tactile paving is in place at the pick-up/drop-off zone along with drop-kerbs and non-slip surfaces. Two spaces are also available upon request for commercial vehicles with hoists (mini-bus) in our dedicated accessible car park.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	On-site accessible car parking already meets ASG recommendations.
9	Are there any other relevant issues or circumstances relating to 'Car Parking' that you would like to raise?

	We have increased the number of accessible parking spaces to 60, however, in the first instance we are working with our stadium operator to assess the current size of each space and the options available before we can confirm any further possible increase in availability.
C. Access Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Overview London Stadium sits in a prime location within the Queen Elizabeth Olympic Park, so all access routes were designed specifically with disabled supporter access in mind. Routes are wide, open spaces, with level access and rest-areas at 50m intervals. Signage is prevalent and clear across the park to direct supporters to transport hubs, services, facilities and entrances.
2	By August 2017, will all access routes within the vicinity of the stadium be level (less than 1:20)?
	Yes. London Stadium is fully accessible from all directions with level access across all five bridges to stadium island and a lift available from ground to podium level at Bridge 4 if approaching from the south Loop Road.
3	Where access routes are greater than 1:20, do you/will you provide ramped access in appropriate locations?
	Ramped access is already available in all appropriate locations. Ramp access is available in the West Stand Lower Tier to reach the stadium bowl. The ramp is made of non-slip material and is of a suitable gradient (less than 1:20). Handrails on either side are also available for assistance.
4	Will all access route dimensions and steps follow ASG recommendations (see section 2.3 of ASG) by August 2017?
	Yes. Access routes to the stadium are level (less than 1:20) and, if approaching from the south Loop Road, lift access is provided to podium level at Bridge 4. Step access also provides handrails and colour contrasting nosing's to assist ambulant disabled supporters. Access around the podium and concourse is greater than 1.8m wide and 2.1m in height. However, it can be very busy in the last 30 minutes before kick-off and we therefore send a text message and email in advance of every home match to each ticket holder, asking them to arrive as early as possible.
5	Will tactile paving be in place at drop-off and pick-up zones?
	Tactile paving is already in place at pick-up and drop-off zones.
6	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	While there is colour contrasting nosing's on the external staircases, they are approximately one inch in from the edge of the step. Our Action Plan, which will be presented to the stadium operator ahead of our first home match in September 2017, recommends that the nosing's are re-adjusted in accordance with ASG guidelines.
7	Are there any other relevant issues or circumstances relating to 'Access Routes' that you would like to raise?
	None.
D. Providing Information	
1	Section 2.4 of AS Guidance alongside BS 8501:2002 provides a series of recommendations to ensure that all signage is well co-ordinated, clear and consistent throughout the stadium. What progress has been made since September 2015 towards ensuring signage meets with ASG recommendations?
	Signage across the Olympic Park is clear, colour contrasting and in primary locations. The Park is an open and expansive area with many landmarks and is easier to navigate through than Green Street and the surrounding roads at the Boleyn Ground. As all entrances have one designated accessible entrance gate, there are no unique signposts en-route for disabled supporters. Outside of the Stadium The stadium is signposted from Stratford stations, Westfield Stratford City and across the Park. Stewards and West Ham United Supporter Liaison Officers are also on hand to assist supporters in

	<p>wayfinding. Upon reaching the stadium island, all turnstile entrances and transport destinations are clearly displayed on the West Ham United totem poles, which are large in size, non-reflective, colour contrasting and illuminated. Each set of turnstiles also has a large letter displayed overhead. All entrances follow in alphabetical order to assist in wayfinding and to reassure the supporter that they are continuing in the right direction. There is one dedicated accessible entrance at each set of turnstiles with the accompanying universal accessibility symbol. However, signage could be clearer and at a higher location. Additional signage will be provided at the turnstiles before our first home match of the season on Monday 11th September, 2017. This will include overhead signage at the turnstiles, one additional sign displaying the letter for each respective entrance, and another to clearly indicate the accessible entrance at each set of turnstiles gates.</p> <p>Inside the Stadium Pictorial signage is displayed at all accessible toilets and changing places and they are unique to their facility. When leaving the stadium bowl to enter the concourse area, pictorial signs are displayed on the walls at eye-level to indicate the direction of the nearest facility, with the distance in metres also indicated. Fire exits are signposted above each exit door, with refuge points for disabled supporters at the lobby of each lift. Stewards will be positioned at all refuge points in the event of an emergency to assist disabled supporters in providing information, guidance and directional assistance. In addition, there is a team of dedicated Disabled Supporter Assistants who are positioned strategically on matchday across the Park and at accessible entrances to provide assistance.</p>
2	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?</p> <p>Signage should be more prevalent directly outside of the turnstile entrances and around the concourse area for disabled supporters. This has been noted in our Action Plan to be addressed ahead of the 2017/2018 season.</p>
3	<p>Are there any other relevant issues or circumstances relating to 'Providing Information' that you would like to raise?</p> <p>None.</p>
Entering the Stadium	
A Ticket outlets, designated entrances, doors/lobbies	
1	<p>Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.</p> <p>The move to London Stadium has provided us with:</p> <p>Main Ticket Office</p> <p>The Main Ticket Office is located to the south of the stadium, opposite turnstile E and alongside the Stadium Store</p> <ul style="list-style-type: none"> • The Main Ticket Office is external with partial cover provided by a canopy • There is level access around the Main Ticket Office and the queuing system is managed on matchday • An electronic calling system with sound and digital display can be used to manage the queue during peak periods • Staff are available to help • There are 20 windows at the Main Ticket Office and all are fitted with induction loops and audio microphones • Four low-level counters are available, two at either end at windows 1, 2, 19 and 20 <p>North Ticket Office</p> <p>The North Ticket Office is located at the north side of the Stadium, between turnstiles J and K</p> <ul style="list-style-type: none"> • There are five windows that face externally

	<ul style="list-style-type: none"> • There is level access around the North Ticket Collection Office • All windows are low-level and are suitable for wheelchair users • All five windows fitted with induction loops and audio microphones <p>Stadium access</p> <p>Access into the stadium from podium level is via turnstiles. There are 10 turnstile entrance blocks, A, B, C, D, E, F, G, H, J and K. Each has one dedicated disabled access entrance to the side of the turnstiles to ensure that fans with access requirements can enter the stadium easily. These entrances can be used by wheelchair users and ambulant disabled supporters. A two-door airlock system is in operation, with the first door being opened upon scanning of the stadium access card/match ticket. Once inside, Door A will close and this will automatically open Door B to provide access to the concourse area. Both doors have full length visual panels and entry points have level access. All accessible entrances are manned by a member of the stewarding team who will scan the supporter's stadium access cards or tickets to assist with entry. Lift access is available to middle and upper tier viewing areas.</p>
2	<p>By August 2017 will your stadium ticket outlets offer lowered counters, audio-induction loops, good lighting and parking access to accommodate disabled spectators?</p> <p>Ticket Office</p> <p>Both the Main Ticket Office and North Ticket Office have low-level counters, audio-induction loops at all windows and good lighting. Non-matchday parking is currently being explored for supporters who wish to visit the Ticket Office or Stadium Store. Vehicular access to the Store car park is currently restricted due to surrounding construction works, however, once these works are complete we will be able to further update.</p>
3	<p>Will you have clearly marked designated entrances for wheelchair and other disabled spectators?</p> <p>All disabled supporter access entrances are clearly signposted and there is a dedicated accessible entrance at each of the turnstiles. This can be used by wheelchair users and ambulant disabled supporters. The Ticket Office is an external facility with four low-level counters facing out into public areas.</p>
4	<p>Will all relevant entrance-doors and lobbies accessible for wheelchair users have appropriate spaces and door-opening mechanisms?</p> <p>There are dedicated accessible entrances at each turnstile, providing large, unobstructed access into the concourse area. A two-door airlock system is in operation, with the first door being opened upon scanning of the stadium access card/match ticket. Once inside, Door A will close and this will automatically open Door B to provide access to the concourse area. The air-lock area is large and of appropriate size with low-level ticket scanners mounted on walls. All accessible entrances are manned by a member of the stewarding team who will scan the supporter's stadium access cards or tickets to assist with entry. Lift access is available to upper tier viewing areas.</p>
5	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?</p> <p>We hope to provide non-matchday parking for disabled supporters who wish to visit the Stadium Store or Ticket Office. Site access is currently restricted due to construction works for the local school. This school is due for completion by September 2018.</p>
6	<p>Are there any other relevant issues or circumstances relating to 'Entering the Stadium' that you would like to raise?</p> <p>The last 30 minutes before kick-off is the busiest period and we use our pre-match communications to advise all supporters to arrive as early as possible. During busier periods, the podium is harder to navigate around, however, dedicated disabled supporter entrances are available to provide a fast and easy entry for supporters with accessibility requirements.</p>
<p>Circulation Areas</p> <p>A. Vertical Circulation – Passenger Lifts, Stairs and Ramps</p>	

1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Our move to London Stadium has provided us with nine lift services available for public use. Lifts are located both inside and outside of the stadium to assist disabled supporters in reaching their destination. Lift access is available in all stands and tiers of the stadium.
2	Will suitably specified (design, capacity, location) passenger lifts be available throughout the stadium to ensure that all disabled spectators can access the relevant areas of the ground?
	<p>Lifts</p> <p>We have lifts from ground to podium level and ground to upper levels. In addition, one lift is available on exit from the disabled car park to assist supporters to the stadium.</p> <p>Lifts measure approximately at:</p> <p>Height 2.10m</p> <p>Width 1.60m</p> <p>Length 3.04m</p> <p>There are nine lifts available inside the stadium, providing access between upper and lower tiers. All lifts are operated by a steward on matchdays and priority will be given to disabled supporters. In all lifts, there are visual floor indicators, induction loops, an audible announcer, with lift doors distinguishable from their surroundings and access level/step-free. Braille is not available on lift buttons; however, all lifts are operated by a steward on matchday who will gladly provide assistance wherever required. Directional floor signage is currently not available inside general admission lifts but the steward operating the lift will be on hand to offer directional assistance. Lifts are numbered in sequential order, starting in the North Stand, and moving clockwise around the stadium:</p> <ul style="list-style-type: none"> • Block 141 • Block 132 • Block 114 • Block 113 • Club London (Lifts 6, 7, 8 and 9) • Block 102
3	Will all staircases used for ambulant disabled spectators meet with ASG recommendations (see AS Guidance section 2.11)?
	All internal and external staircases already largely meet with ASG recommendations however, there are some adjustments that we have recorded in our Action Plan to be addressed when the stadium is converted back into football mode and prior to our first home match of the season on Monday 11th September. This includes readjusting colour contrasting of some handrail units and nosings on the external staircase. Additionally, external staircases have corduroy hazard warning surfaces at the top and bottom to assist partially-sighted or blind supporters. 'P Rails' are also available in the Upper Tier where the gradient is higher.
4	Will ramps be utilised where there are small changes in level and will these meet with ASG recommendations (see AS Guidance section 2.11)?
	Yes. Ramp access is available in the West Stand Lower Tier to reach the stadium bowl. The ramp is made of non-slip material and is of a suitable gradient (less than 1:20). Handrails on either side are also available for assistance.

5	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	While there is colour contrasting nosing's on the external staircases, they are approximately one inch in from the edge of the step. This has been recorded in our Action Plan to be addressed when the stadium is converted back into football mode and prior to our first home match of the season on Monday 11th September.
6	Are there any other relevant issues or circumstances relating to 'Vertical Circulation' that you would like to raise?
	None.
B. Horizontal Circulation	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	The move to London Stadium has seen us almost double our seating capacity and gangways, aisles and concourse areas have all been designed to accommodate up to a potential 66,000 supporters. Our current capacity is 57,000. The stadium holds UEFA Category 4 status, and it is modern and in circular form, meaning supporters can move freely around the whole of the concourse area, in all stands. In contrast, the Boleyn Ground had four separate stands, resulting in limited space and more congestion on the concourse area. Less congestion means signs are also far easier to identify than at our previous ground.
2	Will all horizontal circulation areas be capable of accommodating disabled and non-disabled spectators? (i.e. have sufficient widths, appropriate signage etc.)
	Yes. Our concourse areas are wide, open and expansive for disabled and non-disabled supporters to share. All floors are made of slip-resistant materials, with glazing panels on doors to the Club London lounges and fully glazed double-doors at the entrance to the West Stand Upper Tier staircase. Doors are either operated by a steward or have handles at appropriate height for wheelchair users, supporters of shorter stature or limited manual dexterity. Fully glazed doors also have two levels of manifestations to assist partially sighted or blind supporters. Gangways or entrances to the stadium bowl are wide with either level or ramped access and can be defined by stand as below: North Stand (space on either side of the staircase) 2.7m East Stand (space on either side of the staircase) 2.6m South Stand (space on either side of the staircase) 2.3m West Stand (width of gangway) 2.4m Signage Pictorial signage is displayed throughout the stadium concourse areas and above head-height at approximately 2 - 2.5m. All signage within the stadium is universal and unique to its facility. When leaving the stadium bowl to enter the concourse area, pictorial signs are displayed on the walls to indicate the distance in metres to the nearest facility.
3	Will all horizontal circulation areas meet with relevant ASG recommendations (see AS Guidance section 2.12)?
	We are confident that horizontal recommendations will meet ASG requirements however, due to the ongoing conversion works at London Stadium for the IAAF and World Para Athletics Championships, we are unable to confirm exact details at this time. We will of course be happy to provide further information, week commencing Monday 4th September 2017, when the stadium is converted back to football mode.
4	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	N/A

5	Are there any other relevant issues or circumstances relating to 'Horizontal Circulation' that you would like to raise?
	When leaving the stadium bowl at half-time and after the game, routes onto the concourse may become congested as fans generally choose to leave at around the same time. Our Disability Supporter Assistants will be happy to assist with the purchase of food/drink at half-time should a companion not be able to. We would recommend contacting the team in advance on accessibility@westhamunited.co.uk or on 0333 030 0174.
Viewing Areas	
A. Wheelchair positions	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	West Ham United moved into London Stadium, a former 2012 Olympic and Paralympic venue with 253 WAV spaces, in 2017. During the course of the 2016/17 season, seven WAV spaces had to be removed to accommodate additional segregation. Three home and four away spaces were removed and this was a decision was taken entirely on the grounds of safety. We produced an action plan, with stadium operators London Stadium 185, to replace the seven spaces which were removed, and effective from the Brighton game on 20th October we will have 253 WAV spaces.
2	What will the total capacity of your stadium be in August 2017?
	Total capacity: 57,000 General Admission capacity: 53,400
3	According to the Green Guide Table 4, (see AS Guidance section 2.13), how many wheelchair positions are you expected to provide?
	According to the Green Guide Table 4, we are expected to provide 237 WAV spaces in general admission areas.
4	How many wheelchair positions do you currently provide <u>and</u> how many of those positions meet with ASG recommendations?
	We currently have 253 WAV spaces across the stadium, all of which meet with ASG recommendations. At the beginning of the 2016/17 season we had 253 WAV spaces. However, during the course of the 2016/17 season, seven WAV spaces had to be repurposed as additional segregation was added. Three home and four away spaces were removed and this was a decision was taken entirely on the grounds of safety. Working with our stadium operators to replace these, we currently provide 252 WAV spaces in total, taking this up to 253 ahead of the Brighton game on Friday 20th October. For the purposes of this submission, it is also important to note that 12 of the 252 WAV spaces are in hospitality areas. However, these 12 spaces are available as general admission WAV spaces, dependent on demand in general admission areas. In general admission areas, we currently provide 240 WAV spaces, rising to 241 ahead of the Brighton game on 20th October.
5	How many wheelchair positions will you have available from August 2017 <u>and</u> how many of those positions will meet with ASG recommendations?
	Prior to our first home match of the season on Monday 11, September we had 252 WAV spaces that all met ASG recommendations. As of the Brighton game on 20th October we will have 253 WAV spaces that meet with ASG recommendations.
6	Of the total wheelchair positions provided by August 2017, how many will be elevated?
	There are 0 (zero) WAV spaces at pitch-side, with all viewing areas at an elevated level, including in the lower, middle and upper tiers.
7	Of the total wheelchair positions provided by August 2017, how many will be pitch-side?
	0 (zero)
8	Of the total wheelchair positions provided by August 2017, will positions be available across all four main stands? If not, please state how many stands will offer wheelchair positions.

WAV spaces are currently available in all four stands as per below:

North Stand (Bobby Moore Stand)

There are 52 wheelchair accessible viewing spaces in the North Stand at an elevated level at the back of the lower tier.

- One personal assistant seat is available for every wheelchair accessible viewing space
- Personal assistants sit to the side of the wheelchair user
- All viewing areas are covered by the roof however; all supporters may feel the rain slightly in inclement weather

East Stand

There are 12 wheelchair accessible viewing spaces at an elevated level at the back of the East Stand lower tier in the North East and South-East corners of the stadium.

- One personal assistant seat is available for every wheelchair accessible viewing space
- Personal assistants sit to the side of the wheelchair user
- All viewing areas are covered by the roof however; all supporters may feel the rain slightly in inclement weather

South Stand (Sir Trevor Brooking Stand)

There are 21 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier.

- One personal assistant seat is available for every wheelchair accessible viewing space
- Personal assistants sit to the side of the wheelchair user
- All viewing areas are covered by the roof however; all supporters may feel the rain slightly in inclement weather

Visiting Supporters

There are 24 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier.

- One personal assistant seat is available for every wheelchair accessible viewing space
- Personal assistants sit to the side of the wheelchair user
- All viewing areas are covered by the roof however; all supporters may feel the rain slightly in inclement weather

Our Disability Access Officer, Julie Pidgeon, makes contact with the oppositions DAO/DLO in advance of the match to provide all information on our accessible services and facilities, including full detail relating to our WAV spaces and ambulant disabled supporter viewing areas.

West Stand Upper Tier

There are 57 wheelchair accessible viewing spaces in the front row of the upper tier.

- One personal assistant seat is available for every wheelchair accessible viewing space
- Personal assistants sit to the side of the wheelchair user
- All viewing areas are covered by the roof

West Stand Lower Tier

	<p>There are 74 wheelchair accessible viewing spaces at an elevated level at the back of the lower tier. (Due to rise to 75 ahead of the Brighton game on Friday 20th October)</p> <ul style="list-style-type: none"> • One personal assistant seat is available for every wheelchair accessible viewing space • Personal assistants sit to the side of the wheelchair user <p>West Stand Middle Tier There are 12 wheelchair accessible viewing spaces on the middle tier.</p> <ul style="list-style-type: none"> • One personal assistant seat is available for every wheelchair accessible viewing space • Personal assistants sit to the side of the wheelchair user • All viewing areas are covered by the roof
9	<p>Of the total wheelchair positions provided by August 2017, how many will be designated for visiting supporters and where are they located?</p> <p>At the beginning of last season, the Club had 25 WAV spaces available in the visitor's section. However, during the course of the season, a total of four spaces were repurposed following the requirement to increase the area of segregation between home and away supporters.</p> <p>This decision was taken on the advice of the Safety Advisory Group. The Club monitored the situation closely throughout last season and we are satisfied with the measures we have since taken to ensure a safe and secure environment for all supporters at London Stadium.</p> <p>For the 2017/18 we have 24 WAV spaces available for visiting supporters. All visiting supporter WAV spaces are located at an elevated level and all are in the away section.</p>
10	<p>If there will be fewer positions than the recommended total number of wheelchair positions, are there plans in place to deliver the recommended total number and by when? (Please provide detail of construction programmes, timings/phases and if possible attach, or submit separately, any relevant drawings detailing proposed works).</p> <p>West Ham United currently meet ASG recommendations in respect of WAV spaces.</p>
11	<p>Please provide the name of your appointed architect (if applicable).</p> <p>N/A</p>
12	<p>Once all works have been completed, please specify a) the total number of wheelchair spaces that will be provided, b) the number of pitch-side positions and c) the number of elevated positions.</p> <p>a) 253 b) 0 c) 253</p>
13	<p>How will wheelchair positions be distributed across the stadium?</p> <p>Wheelchair positions at London Stadium are distributed evenly throughout the stadium, providing wheelchair users with a variety of different sightlines and environments from which to enjoy the action. There are 0 (zero) WAV spaces at pitch-side and it is understood that the positions are designed with a sightline of c60. All viewing areas are at an elevated level, including in the lower, middle and upper tiers. Wheelchair accessible viewing areas are available in all stands throughout London Stadium and at a variety of price points.</p>
14	<p>Are there currently, or are there likely to be any significant sight-line issues arising from existing and/or planned wheelchair positions? If so, please provide further information.</p> <p>The view from the wheelchair viewing platforms behind both goals in the lower tier may be impeded if supporters stand up in the rows in front. However, all wheelchair accessible viewing spaces are designed with a sightline of c60. Stewards will actively request that supporters remain seated throughout the match to prevent persistent standing and the potential of impeding the view of fellow fans.</p>
15	<p>By August 2017, how many wheelchair positions will offer a companion seat <u>and</u> how many of these companion seats will meet ASG recommendations?</p> <p>Every wheelchair position currently offers a companion seat and all meet ASG recommendations.</p>

16	Are you considering/planning flexible wheelchair positions i.e. those that can be configured to accommodate disabled and non-disabled spectators? If so, please indicate how many positions will fall within this category by August 2017.
	There are no immediate plans to introduce flexible wheelchair positions before August 2017.
17	Please describe works any completed since September 2015 to designate or improve viewing positions for ambulant disabled spectators.
	We have vastly increased the number of AEA seats available since our move to London Stadium from the Boleyn Ground. 773 AEA seats were recently identified in our accessibility audit, however, we do not limit the number or location of seats that ambulant disabled supporters can choose from. This is to ensure that ambulant disabled supporters have the same opportunity and provision as non-disabled supporters.
18	How many seats will be designated for ambulant disabled spectators by August 2017?
	773 AEA seats were identified in our recent accessibility audit.
19	What additional provision (if any) will you make from August 2017 for ambulant disabled spectators?
	N/A
20	Are there any other relevant issues or circumstances relating to 'Viewing Areas' that you would like to raise?
	N/A
Toilets for Disabled Spectators	
A Location and Design	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Disabled supporters have access to 49 accessible toilets spread across lower and upper tiers at London Stadium. This figure is far superior to the provision we had at the Boleyn Ground.
2	By August 2017 will all designated disabled toilets be within the ASG recommended 40m max of wheelchair positions? If not, please provide further information indicating how many toilets will fall outside of this recommendation and how many wheelchair positions will be affected. What arrangements do you have in place to resolve any consequent problems?
	West stand: 68.29m – 56.01m North stand: 56.42m – 36.27m East stand: 30.39m – 25.61m South stand: 40.53m – 40.71m The measurements are based on furthest point.
3	What system is employed at the stadium to prevent use of disabled toilets by non-disabled spectators, (e.g. radar keys/staffed toilets/other)?
	Working with our stadium operator, we use a combination of both RADAR locks and staffed toilets to prevent use of accessible toilets by non-disabled supporters. Since our most recent Disabled Supporter Advisory Board meeting, where misuse of accessible toilets was raised, staffing has become more vigilant with steward supervisors carrying keys to accessible toilets and they will be happy to assist should a disabled supporter not have a RADAR key with them on matchday for any reason.
4	Will you provide unisex toilets accessible for wheelchair users and other disabled spectators? If so, how many?
	All of our accessible toilets are gender neutral and can be used by wheelchair users and ambulant disabled supporters. Disabled supporters have access to 49 accessible toilets, spread across lower and upper tiers at London Stadium.
5	Will all disabled toilets meet with recommendations within the ASG?
	We exceed the requirement for the number of wheelchair accessible viewing spaces to accessible toilets (1:15). Accessible toilets in general admission areas have handles at appropriate height, full-length mirrors, low-level amenities, two emergency cords at different heights, colour contrasting floors and walls, and lever flush and tap mechanisms. An even divide of right and left

	transfer spaces is also available. Due to the ongoing conversion works at London Stadium for the IAAF and World Para Athletics championships, we are unable to assess exact distances from wheelchair accessible viewing spaces to accessible toilets at this time. We will of course be happy to provide exact figures, week commencing Monday 4 th September, when the stadium is converted back to football mode.
6	Does the club already have a Changing Places facility or plans to introduce such a facility? Please indicate the number of facilities available and the date(s) of introduction.
	Yes. We have three Changing Places facilities. Two are on the general admission concourse at Block 124 and 149 and one is available in Club London hospitality area on Level 1, outside of the Londoner Blue lounge. There is a Changing Places facility at Block 124 which is available to all supporters (home and away). The facility is positioned adjacent to the segregation line and while it is in the home section we do ensure it is made available to any supporter of the visiting club. There are three matchday Disabled Supporter Assistants who are positioned close to gangway entrances who will be happy to assist disabled supporters in locating the Changing Place facility upon request. DSA's are clearly identified by their fluorescent pink tabards with 'Disabled Supporter Assistant' printed on them.
7	Will you provide designated toilets for ambulant disabled (see AS Guidance section 2.28)?
	All single-sex toilet blocks have a minimum of one WC compartment designed for ambulant disabled supporters, with support rails provided in each cubicle. Ambulant disabled supporter cubicles have doors that open outwards and signs are displayed on each door. Low-level urinals with accompanying support rails are also available.
8	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?
	We continue to regularly conduct a full review of our accessible toilet facilities and amenities throughout the 2017/2018 season. Should there be a need for any change, we will put forward a proposal to the stadium operator for their consideration.
9	Are there any other relevant issues or circumstances relating to 'Toilets' that you would like to raise?
	None.
Other Facilities – refreshments, hospitality, retail, press/media	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	<p>Refreshments</p> <p>Our catering partners are one of the leaders in the industry and they provide a range of food and beverages that we did not previously enjoy at the Boleyn Ground. All concourses and catering outlets are accessible and are located in relatively close proximity to the accessible viewing areas.</p> <ul style="list-style-type: none"> • All catering kiosks and facilities are located on the lower tier concourse area • Level access to refreshment kiosks on inner circle • Almost all the EPOS till systems have forward facing displays for hearing-impaired supporters • 25% of counters are at an accessible height for wheelchair users • Our Disabled Supporter Assistants (pink tabards) are happy to assist in providing an at seat service if requested • Vegetarian options are available at all kiosks • Water fountains are dispersed around the stadium <p>Disabled supporters should be aware that: There are two circles of refreshment kiosks surrounding the concourse area, one inner circle closest to the gangways and one outer circle closest to the exit doors. Level access is available at all inner circle kiosks but there is a protruding step to the front of all kiosks on the outer circle. This step is shallow measuring at 7cm X 24cm and there are tactile markings and colour contrasting nosing's present.</p>

Hospitality

London Stadium benefits from having a dedicated hospitality section, specifically designed to house all of the Club lounges, restaurants and bars in one building. There are 13 accessible toilets available in the Club London section with low-level counters available in all but one of our lounges (The Academy). There are five lifts available that are spread throughout the foyers providing easy and efficient access to any of our lounges. Security staff and hostesses are at the main entrance to greet guests on arrival and offer directional assistance and support.

Retail

The Stadium Store is situated over two levels with lift access available.

Stadium Store facilities

- Three sets of wide, fully glazed, double-doors
- One set of double-doors is left permanently open to enable access
- One set of automatic doors for wheelchair users, visible and easy to use
- 40 low level retail counters
- Queue managed by staff on matchdays
- Large aisles and spaces between displays for wheelchair users and supporters with assistance dogs
- Overhead signage for easy wayfinding on matchdays
- Lift access available
- Stairs have contrasting nosing's on the edge of each step and handrails on either side.
- Level access across both ground and first floor
- Low-level tables in café
- Changing room and accessible toilet on ground level
- Staff happy to assist

The café does not have a low-level counter, although staff are happy to provide a table service

Press/media

We offer all media guests with accessibility requirements a viewing space or seat at the front row of the upper tier. The Press Box is situated on Level 2, accessible via a lift, with level access and it is furnished with a desk, Wi-Fi, TV feed of the match and a seat (if required).

Aside from the Press Box (Level 2), all other media facilities – Media Entrance, Press Lounge, Press Working Room, Press Conference Room, Mixed Zone, Tunnel Area and TV Interview rooms are all situated on the ground floor and easily accessible for wheelchair users and ambulant disabled supporters. Double doors are operated by security staff who will open them to greet supporters on arrival and offer assistance wherever required. All media areas are clearly signposted around the stadium. We also have staff available to assist including the West Ham United Media Department, designated Supporter Liaison Officers, stewards and lift operators. Parking is available to any media guests with accessibility requirements on request.

2	By August 2017, will refreshment facilities be accessible for disabled spectators (e.g. lowered counters, proximate to wheelchair positions and so on)?
	Yes. 25% of counters are at an accessible height for wheelchair users. All wheelchair accessible viewing spaces are located as close as possible to gangway entrances/exits. Lift facilities are available for disabled supporters in the upper tier to reach the lower level concourse and refreshment facilities. We have proactively requested that concourse shelving be introduced to enable supporters to rest food and beverages on. Working closely with the stadium operator and building control, Phase 1 of the installation process is now complete.
3	Will the club offer a refreshment order service for disabled spectators to reduce congestion during half-time periods? If so, please explain how this service will operate.

	Disabled Supporter Assistants are available on matchday to assist with a refreshment order service if requested by a disabled supporter. We would recommend contacting the accessibility team in advance to request this service if a personal assistant is unable to do so on accessibility@westhamunited.co.uk or 0333 030 0174.
4	Will all restaurants and bar areas be accessible to disabled spectators, in particular, wheelchair users?
	All restaurants and bar areas are available to disabled supporters and are wheelchair accessible. The Academy Bar is the only area without a low-level counter however, a member of staff will happily provide table service if requested.
5	Will all Directors boxes and Hospitality Suites be accessible to disabled spectators, in particular wheelchair users? (including access routes, toilets and viewing locations).
	Yes. All areas of Club London are available to disabled supporters and are wheelchair accessible. This includes the Directors Box and surrounding suites. There are six wheelchair accessible viewing areas in the Directors Box and a further six across the Londoner Claret and Londoner Blue lounge creating a total of 12 dedicated WAV spaces in hospitality areas. Wheelchair accessible viewing platforms are located at the back, providing good sightlines and easy access to surrounding amenities.
6	How many wheelchair positions will be available within hospitality areas by August 2017?
	There are 12 WAV spaces available in hospitality areas, however, a further 27 general admission can be used by hospitality supporters, should there be demand.
7	Are you planning additional wheelchair positions in hospitality suites beyond August 2017? If so, please provide further details as to total numbers and expected delivery timescales.
	There is currently no increased level of demand from supporters to add to the number of WAV spaces available in the hospitality areas. We monitor sales figures on a match-by-match basis and should demand increase, we will of course review this.
8	What, if any, provision do you provide for people with invisible/hidden disabilities, e.g. services for blind or deaf people?
	<p>Disabled Supporter Assistants The Club now has 16 Disabled Supporter Assistants and 40 Supporter Liaison Officers on a match day who will be delighted to assist disabled supporters wherever needed. Both teams have received disability and safeguarding awareness training, with updated awareness training sessions and British Sign Language courses were arranged in preparation for the 2017/2018 season.</p> <p>Temporary accessible requirement Should a supporter have a temporary accessible requirement and is planning to come to a West Ham United match they can contact our accessibility team at accessibility@westhamunited.co.uk or call on 0333 030 0174. Our team will be happy to offer guidance and advice on how to make the supporters experience as comfortable as possible.</p> <p>Supporters with health conditions We will always look to provide suitable seating and location for any supporter who has a health condition. Our accessibility team will happily discuss their requirements with them in order to ensure their experience is as comfortable and enjoyable as possible. Supporters are advised to contact our accessibility team at accessibility@westhamunited.co.uk or call on 0333 030 0174.</p> <p>Assistance dogs Hygiene facilities are available to assistance dogs on Bridge 4, opposite turnstile D and down the staircase ahead (lift access available). Space for assistance dogs is available in the accessible viewing areas, to the side of the disabled supporter.</p> <p>Audio Commentary Service</p>

	<ul style="list-style-type: none"> • Audio commentary is available to all partially-sighted and blind supporters sitting in the North, East, South and West Stands. • All audio units have a volume control function to adjust to the supporter's comfort. Supporters will need to email accessibility@westhamunited.co.uk or call on 0333 030 0174, in advance of matchday to request this service. <p>All of this information is available in our online Matchday Guide and also in our dedicated Accessibility section of the Club website. It is also distributed to all visiting clubs via their Disability Access Officer, or equivalent, in advance of the game.</p> <p>All information on the Club's accessible services and facilities are available in our Access Statement has now been published. Services and facilities are also discussed in great detail at our Disabled Supporter Advisory Board meeting, attended by the West Ham United Board and our disabled supporters.</p>
9	Will the club provide accessible positions for disabled members of the press/media? If so, how many?
	Yes. We currently provide accessible positions for media guests with accessibility requirements. There is no limit to the number we provide and all guests will receive the same facilities and services that non-disabled media guests do.
10	Will the club provide a sensory room by August 2017? If not, please indicate whether you are planning a sensory room and if so, when works will be completed?
	We have discussed the development of a sensory room at London Stadium with our stadium operators on several occasions and this will be requested in our Action Plan at the beginning of September, in advance of our first home match of the 2017/2018 season. We will not be in a position to introduce a sensory room by August 2017 but we are hopeful that we will have such a facility in the future. We are also exploring the option of a converting a facility to a sensory room on a match by match basis.
11	What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met and when do you expect these works to be complete?
	The Club has implemented an Action Plan based on the recommendations made in our most recent Access Audit. All actions have been assigned to owners within each department and any work will be carried out in consultation with the stadium operator.
12	Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?
	None.
Leaving the Stadium	
A Exit Routes	
1	Please describe works which have been completed in this area since September 2015 or are due for completion before August 2017.
	Exit doors make up the entire exterior wall around the concourse area and all are automatically opened by the Safety Officer towards the end of the match or at any time depending on crowd flow/movement. Signage above the exit doors directs fans to the 'stadium exit route' in certain locations to ease congestion as supporters leave to onward transport destinations. Text is bold, black and on a bright yellow background. Gangways are much wider in comparison to the Boleyn Ground, with level or ramp access and lift services available throughout the stadium.
2	Will exit routes be the same as entry routes for disabled supporters? If not, please explain how exit routes are marked and communicated.
	Exit routes are largely the same as entry routes for disabled supporters however, rather than exit through the accessible entrance at the turnstiles, disabled supporters can freely leave via the exit doors which surround the entire exterior wall of the stadium. The area directly outside of turnstile D is a designated visiting supporters exit route meaning all disabled and non-disabled supporters are unable to pass across this section of the podium for approximately nine minutes after the final whistle. The safety of all supporters is our first priority and this measure was

	<p>implemented after 10 home matches last season following some incidents of anti-social behaviour and disorder in the area. Any fans wanting to cross this area to their onward destination, including disabled supporters using the accessible car park or shuttle bus service, are welcome to remain inside the stadium for this short period and they can also make use of our late refreshment kiosks (weekend matches only). The kiosk at Block 114, closest to this area, is open late for the comfort and convenience of supporters.</p> <p>Accessible Shuttle Bus Service There is a timed safety and traffic management plan in place on matchday which involves the closure of surrounding roads. This is to provide safe egress routes for supporters making their way to transport hubs in the local area and during 'peak egress', where the flow of supporters is at its highest, vehicular access on these roads is prohibited. We do our utmost to minimise any inconvenience to supporters travelling to and from London Stadium, however safety has to be our first priority, particularly when there are many thousands of supporters leaving the stadium around the same time. At their earliest, road closures are lifted approximately 20 minutes after the final whistle, at which point the Accessible Shuttle Service may then depart for Stratford. Disabled supporters are welcome to enjoy the comfort of the Club Café, situated directly alongside the shuttle bus departure point, where tea and coffee are available to purchase along with a selection of tasty treats including sandwiches, wraps, pastries and fresh cakes. The Club Café is open to all supporters and is accessible via the Stadium Store. Our Disability Access Officer writes to each of the visiting club's in advance of the match to advise of our accessible services and facilities, including information on the Club Café</p>
3	<p>Does the club have an up to date Evacuation Plan with clear descriptions of vertical and horizontal routes, procedures and relevant fire and emergency warning systems/protocols?</p> <p>Yes. In conjunction with LS185 we have an up-to-date Evacuation Plan.</p>
4	<p>How does the club approach training of relevant personnel regarding the Evacuation Plan?</p> <p>The Evacuation Plan is managed entirely by the stewarding team, with the operation led by stadium operator LS185. Staff are briefed on every matchday and as part of the stadium induction. In addition, quality assurance staff conduct audits and tool box training talks with all staff.</p>
5	<p>Are all Refuge Areas clearly marked and designated?</p> <p>Yes – all are to British Standard 9999: 2008.</p>
6	<p>What, if any, additional works are you planning beyond August 2017 to ensure ASG recommendations are met? When do you expect these works to be complete?</p> <p>Our aim is to restore full access to the podium following the final whistle and we are hopeful that this could happen in the near future. Ultimately the safety of all supporters will prevail in any decision-making process but the good atmosphere between both home and away supporters in our final nine home matches last season was very encouraging.</p>
7	<p>Are there any other relevant issues or circumstances relating to 'Other Facilities' that you would like to raise?</p> <p>None.</p>
Staff Training	
1	<p>Please detail your club's staff training programme(s) relating to disabled spectators?</p> <p>The Disability Access Officer and Disability Liaison Officer conducted a disability access training and awareness session to 40 Match day Supporter Liaison Officers (SLO's) last season on Saturday 22nd April 2017. A training document was presented to the SLO's on the day with all of this information forming part of our dedicated disabled access section in our match day staff training booklet. The booklet is currently in production for 2017/2018. Our HR department arranged updated disability awareness training for the start of the 2017/2018 season. Disability Awareness Training was provided by Enhance UK for 32 key members of permanent and match day staff over morning and afternoon sessions on 16/8/17.</p>

	In addition, 10 members of permanent and match day staff completed Module 1 of BSL Level 1 over a 4 day period on 30/8/17, 1/9/17, 7/9/17 and took the exam on 8/9/17. This was provided by Enhance UK and 9 members of staff successfully passed this.
2	How often does your club update relevant training materials and carry out awareness sessions with F/T, P/T and match-day staff?
	The move to London Stadium has provided the opportunity to revolutionise the way we work on match day. This has seen the introduction of brand new, dedicated service teams, including Disabled Supporter Assistants. A training booklet is in production for all match day service staff to be able to revise from and to ensure that our processes, training and awareness programmes are entrenched within our staff culture. We plan to update the training booklet seasonally and our DAO and DLO are present at West Ham United match day staff team briefings at every home fixture.
Access Audits	
1	Does the club have an up-to-date Access Audit in place and if not, is one planned? (Note – An Access Audit is defined in AS Guidance – see section 1.18 and Appendix 1. Access Audits focus on the services offered to disabled spectators and are as distinct from Accessibility Audits which focus on the physical environment of the stadium).
	Yes. Our most recent accessibility audit was commissioned by the Club and conducted independently by Level Playing Field on Sunday 14 May 2017 at our home match v Liverpool.
Communication and Consultation	
1	Has your club consulted fully with disabled and non-disabled supporters regarding Accessibility plans/developments? Do you have a disabled fan group (or groups)? Please explain how any consultation has been done and if you do have a disabled fan group(s), please indicate who they are.
	<p>The Disabled Supporter Advisory Board (DSAB) is the key conduit between our disabled supporters and the West Ham United Board, (minutes available).</p> <p>Three meetings are now scheduled per season to enable our disabled fanbase to raise and discuss key issues with the Vice-Chairman, Board members and senior club officials. Action points are established at the meeting and minutes published on whufc.com. Our mission is to work together to achieve the best services, facilities, and experience for our disabled supporters. Two meetings have now taken place on Wednesday 19 th April 2017 and Wednesday 5th September 2017.</p> <p>The Joint-Chair’s on the DSAB are accessibility Season Ticket holders and both have a place on the Supporter Advisory Board to represent the views and experiences of wheelchair users and ambulant disabled supporters.</p> <p>Accessibility Visitors Guide A dedicated disabled access supporters guide is available online at whufc.com and also as a foldable document for our Disabled Supporter Assistants and Supporter Liaison Officer’s to distribute on match day. The guide will include information on the services available to disabled supporters in addition to a map outlining accessible entrances, lifts, accessible toilets, rest-areas and our Accessible Shuttle Service pick-up points.</p>
2	To what extent have these consultations impacted on your proposals? Please give some examples.
	<p>Minutes are published following all our supporter consultation meetings (SAB and DSAB) with action points raised by our disabled supporters and assigning a member of staff to lead the project or task.</p> <p>A number of proposals came from our most recent DSAB meeting in April 2017:</p>

	<p>1. Accessible Shuttle Bus Service Supporter Services to introduce a ticket system for supporters using the Shuttle Bus Service after matches, allowing to wait inside the Stadium Store coffee shop without losing their place in the queue. Club to ensure this system is in place for the next home match against Everton on Saturday 22 April.</p> <p>2. Accessible Shuttle Bus Service Waltham Forest Community Transport Fund to be contacted and requested that their representatives look at ways in which accessibility on the buses might be improved. Transport links Supporter Services Manager to send an SLO to Stratford station prior to the next home match to observe the entrances and exits for disabled supporters.</p> <p>3. Transport links West Ham United to write to Transport for London to explain some of the difficulties experienced by our disabled supporters and look at what solutions might be available, along with a request for clarification on their 'Turn Up and Go' initiative.</p> <p>4. Westfield Shopping Centre The club to continue dialogue with Westfield and investigate ways in which the route for disabled supporters travelling between Stratford station and London Stadium could be made easier.</p> <p>5. Rest benches Supporter Services Manager to ensure his team carry out a full study of the Queen Elizabeth Olympic Park to identify the number of rest benches on the route to the stadium.</p> <p>6. Stadium toilets Safety Officer to ensure that stewards are placed strategically near to disabled toilets to ensure mis-use is avoided on matchdays, starting with immediate effect.</p> <p>7. Headsets for visually-impaired fans Disability Liaison Officer to arrange for a dedicated pick-up point in the Stadium Store to be confirmed, and a clear system devised for collection and return of the headsets.</p>
3	How are your clubs plans in this area communicated across all interested parties?
	In April, the Club wrote by email and sent a letter to all supporters who have registered as accessibility ticket holders inviting them to apply to join the Disabled Supporters Advisory Board. The minutes are circulated to all DSAB members directly by email and also published on the Club website as a news story and in our FANS section. Two meetings have now taken place.
4	Does the club have an accessible website and online ticket booking system for disabled spectators? If so, please provide further details. If not, when will these services be implemented?
	Disabled supporters can contact the Ticket Office to discuss ticketing requirements and needs. We have dedicated number that is given priority at all times. The dedicated number is 0333 030 0174. Supporters can also email us directly at accessibility@westhamunited.co.uk
5	Do you have a waiting list for tickets for disabled supporters and, in particular, wheelchair positions? If so, how many people are on the waiting list?
	208 disabled supporters are currently on our Season Ticket Waiting List and have therefore registered an interest in purchasing a Season Ticket in accessible areas. The number of wheelchair users on this list is yet to be defined however, we are in the process of going through the list of supporters in more detail.
6	How do you promote the availability of tickets for people with disabilities?
	We provide an allocation of match tickets to the West Ham United Foundation and via the supporter Ticket Forwarding mechanism which is promoted on the Club website at www.whufc.com. This information was advertised in our Season Ticket renewal materials sent out to supporters ahead of the 2017/2018 season. Supporters can choose to donate a ticket to the West Ham United Foundation, providing access to West Ham United matches for people in the local community, including schools, people with disabilities and those from disadvantaged backgrounds who would love to attend their first ever Premier League match.
7	Does your club have an up to date Disability Access Statement suitably positioned on the club website? Please provide a link to its position.

	(N.B: Further guidance and support will be shared by the Premier League in relation to the quality and production of Access Statements.)
	Our Access Statement is now complete and available to view online under FANS > Accessibility.
General Club Comments	
Please express any other comments, observations or issues you would like to raise .	
1	<p>Promoting access, equality and inclusion are at the heart of our values at West Ham United, and as a Club we are unequivocally committed to providing a fully inclusive and equal experience for all supporters, home and away.</p> <p>We were in a unique situation as anchor tenants of a multi-purpose sporting arena, with London Stadium’s physical make-up changing significantly during different stages of the calendar year. For example, 2017 saw London Stadium go from ‘football mode’, to ‘concert mode’, to ‘athletics mode’ for the IAAF World Championships, before returning to ‘football mode’ for the 2017/18 Premier League season.</p> <p>This presented us with some unique and complex challenges and, while we are confident that we already meet the vast majority of ASG recommendations across the stadium, there are some adjustments that are listed within our Action Plan for implementation ahead of our first home match of the season on Monday 11th September, 2017.</p> <p>We are immensely proud to call London Stadium, a former Paralympic venue, the home of West Ham United, and we are fully committed to meeting, and exceeding wherever possible, all requirements of the Accessible Stadia Guide, across all areas.</p>