



ACCESSIBILITY EVALUATION TOOLKIT

PAWB
EVERYONE



ACCESSIBILITY EVALUATION TOOLKIT (PROFESSIONAL/AMATEUR CLUBS)

This Toolkit aims to help Equality Champions at Professional/Amateur Clubs in conjunction with the Club's Disability Access Officer (if appointed) evaluate the accessibility of their stadium along with the accessible provisions in place. The Toolkit provides reflective questions to consider where improvements can be made to develop a more inclusive and accessible environment for Disabled People. Your responses to the reflective questions can help you identify and prioritise areas of improvement which can be added to your Club PAWB Action Plan.

Using the questions below honestly reflect on whether the stadium has the access standards or provision in place, making comments and scoring using the Red (not in place or implementing) Amber (previously in place but not implemented) or Green (In place and implementing). It is advisable to conduct the evaluation in the form of a disabled person's journey starting from the car park/entry through the stadium/facility and premises for the duration of the usage period. This approach will offer practical solutions to access barriers at each stage of the journey and time spent at the stadium/facility. Further resources to support you with reflecting on the questions are included in the appendix.

STADIUM ACCESSIBILITY				
REFLECTIVE QUESTION	COMMENTS & ACTIONS	RED	AMBER	GREEN
Do you have designated disabled parking at your stadium? <i>(Are the number of spaces sufficient to demand? Is there a booking process to reserve spaces or first come first serve?)</i>				
Do you have a drop-off/set-down point for disabled supporters? <i>(Provided no more than 50m from any entrance used by disabled people.)</i>				
Do you have a ticketing policy or process for disabled supporters? <i>(if applicable)</i>				
Do you have designated viewing area(s)/spaces for wheelchair users? <i>(Is the area covered and raised with clear lines of sight? Can both home and away disabled supporters sit alongside fellow supporters?)</i>				

Do you have easy-access seats for ambulant disabled fans? <i>(For disabled people/people with limited mobility who do not use wheelchairs but need more room to access their seat, using a walking aid or crutches - Minimum of 6 or 1 in 100 of seated capacity stadiums <10,000)</i>				
Do you have accessible toilets? <i>(Are they fitted with RADAR locks? Is there a spare key available at the venue? Do you have a ratio of one accessible toilet per 15 wheelchair spaces)</i>				
Do you have a designated changing places facility for disabled supporters? <i>(Larger than standard accessible toilets and have additional equipment, including a hoist system and adjustable changing bench)</i>				
Is the stadium accessible? <i>(level/ramped access/lifts/wheelchair accessible doors, clear pathways and signage including tactile surfaces, colour contrasts and non-reflective surfaces)</i>				
Are the Clubhouse/lounge/hospitality areas accessible? <i>(level/ramped access/ wheelchair accessible doors/accessible toilets/lift)</i>				
Food concession stands <i>(Are concession stands accessible i.e. drop counter or do you provide seat-side food and drink ordering service direct to accessible seats? Are handheld menus and straws available on request?)</i>				
Do you have a development plan to improve facilities and provisions for disabled people?				
CLUB & STADIUM ACCESSIBILITY PROVISIONS				
REFLECTIVE QUESTION	COMMENTS & ACTIONS	RED	AMBER	GREEN
Do you have a Club Access Statement/guide? <i>(Is this publically accessible on the Club's website?)</i>				
Have you conducted an access audit carried out by an accredited Access Auditor?				
Do you have an information page for disabled supporters on your website? <i>(Providing all of the information necessary for disabled supporters)</i>				
Do you have someone at the Club who leads on disability issues? <i>(i.e Disability Access Officer)</i>				

Do you provide any provisions for blind/partially sighted fans? <i>(i.e Audio Descriptive Commentary service, provide large print and Braille where requested)</i>				
Do you provide any provisions for deaf/hard of hearing fans? <i>(Is there induction loop equipment in the Stadium & facilities? Do you offer Sign language interpreters and dedicated text-to-voice telephone relay services.)</i>				
Are ear defenders available for spectators to loan during matches?				
Do you have any links with disability organisations in your community?				
Are assistant dogs welcome in both the home & away seating areas? <i>(Do you offer familiarisation/orientation visits? Is there an arrangement process in place?)</i>				
Have staff and stewards had any disability awareness training?				

This template is intended to be a starting point towards improving accessibility at your stadium. Ideally, a full-access audit should be conducted by a professional independent auditor or consultant. In all cases, the aim of the evaluation should be to identify features and services that may affect or impose physical, sensory, psychological and intellectual barriers on a wide range of disabled people, including staff, volunteers, customers and supporters, on both matchdays and non-matchdays (where applicable).

SUPPORT RESOURCES

UEFA and CAFE Good Practice Guide to Creating an Accessible Stadium and Matchday Experience - <https://documents.uefa.com/v/u/UEFA-Guidelines/Access-for-All-UEFA-and-CAFE-Good-Practice-Guide>

Disability Access Officer Handbook -

https://www.uefa.com/MultimediaFiles/Download/uefaorg/General/02/50/38/59/25/03859_DOWNLOAD.pdf

Accessible Stadia good practice guide (Sports Ground Safety Authority – SGSA) -

<https://sgsa.org.uk/wp-content/uploads/2018/09/Accessible-Stadia.pdf>

Accessible Stadia Supplementary guidance - <https://sgsa.org.uk/wp-content/uploads/2020/11/Accessible-Stadia-Supplementary-Guidance.pdf>

If you require support in completing the Accessibility Evaluation Toolkit contact PAWB@FAW.Cymru