

Swansea City Football Club Disability Policy

SWANSEA CITY FOOTBALL CLUB DISABILITY POLICY:

Swansea City Football Club fully supports the principle of equal opportunities and opposes all forms of unlawful or unfair discrimination on the grounds of disability.

The club operates a specific ticketing policy for disabled supporters and will ensure that the scheme does not discriminate between disabled people with differing impairments.

DEFINITION OF DISABILITY:

As defined by the Equality Act 2010 and accepted by Level Playing Field (the national disabled supporters group - www.levelplayingfield.org.uk) and the Premier League, a Disabled Supporter is defined as an individual who *"has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities"*

Swansea City Football Club operates a ticketing policy that recognises that disabled supporters may need assistance to fully enjoy the match day experience and offers a variety of reasonable adjustments based on individual supporters needs, not their 'disability'.

As well as providing a variety of auxiliary services (such as audio described commentary, hearing loops, etc.), where a disabled spectator or supporter would find it unreasonably difficult or impossible to access the stadium or services offered, Swansea City Football Club will allow the disabled spectator or supporter to bring an assistant (PA) free of charge. It is important to understand that the personal assistant / companion ticket is not a concessionary ticket or '2-for-1' deal but is actually a reasonable adjustment made by the club to enable a disabled person to more easily access the full range of matchday and event services (in consideration of UK legislation as described in the Equality Act 2010).

In determining whether a personal assistant or carer / companion may be required, we will take account of whether the time, inconvenience, effort, discomfort, anxiety or loss of dignity entailed in using our services would be considered unreasonable by other people if they had to endure similar difficulties. Examples of the kind of difficulties or activities which may require the use of a personal assistant (PA) / carer include (but is not limited to), help in getting in and around the stadium from car parks, assistance to seats and viewing areas, obtaining / carrying refreshments, assistance in using the toilet facilities, someone to act as interpreter, or to provide for safety and wellbeing protection or way-finding assistance and so on (this list is not exhaustive and if you have a particular need not listed above, please contact the club).

The PA / carer should sit with the disabled person to assist him / her and whilst we accept that the PA may be another disabled person or a young person, we would encourage you to bring a PA who is fully capable of meeting your needs. It should also be noted that when entering the stadium, the PA must enter at the same time as the disabled supporter. Although a disabled supporter can enter the stadium on his / her own, the PA will not be admitted without being in the presence of the disabled supporter and otherwise would need to upgrade their ticket. PA tickets are transferable however tickets for the disabled supporter are not. Should any supporters or PA's be found to be abusing this

or any of the disabled supporters ticketing policy the club reserves the right to deny admittance or to take further action.

We also recognise that more and more disabled people want to attend sporting venues and events and this includes those with multiple or more substantial 'disabilities'; if the individual needs two personal assistants / carers to access the stadium / service, then we will consider providing a second complimentary PA ticket upon request (you may be asked to confirm to us why this is necessary).

PROOF OF DISABILITY:

Every individual experiences his / her disability very differently and Swansea City Football Club recognises this. Accordingly, we try not to make generalisations and each request for a complimentary PA ticket will be reviewed on a case by case basis. We will listen to what the individual says about the access barriers faced and the daily effects of these on the disabled person, and let him / her identify the difficulties she / he may have in attending a match or event at the Swansea City Football Club.

In order to help us manage the ticketing system, we would encourage disabled supporters to complete a 'Proof of Disability Registration Form' available from the club which will help to identify the individuals underlying needs and reasons why a PA / carer ticket is required as a reasonable adjustment. This is not mandatory and the disabled supporter or his / her advocate may prefer to instead speak with the club Disability Officer or an alternative representative of Swansea City Football Club.

Following consultation with Level Playing Field, we do not routinely seek 'proof of disability' but where we feel there is reasonable doubt, we are entitled as service providers to seek evidence or 'proof of disability' and if needed, we will do so. In such cases, any of the following may be regarded as acceptable proof:

- a. Receipt of the higher rate Disability Living Allowance (mobility and care component). *Please note that DLA is being replaced by Personal Independence Payments (PIP's) and it is unclear how these changes will impact on the level of proof which will be considered acceptable (we shall be seeking advice on this matter in due course).*
- b. Receipt of either the Severe Disablement Allowance or Attendance Allowance.
- c. War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
- d. Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website.

Please Note: Receipt of a 'Blue Badge' only will not be considered sufficient proof of disability for ticketing purposes.

Should you have any queries regarding the above please contact Ian James, SCFC Disability Officer, Swansea City AFC, The Liberty Stadium, Landore, Swansea, SA1 2FA

Email: ianjames@swanseacityfc.co.uk

This list is not exhaustive and consideration will be given to any other evidence that can be provided. In all cases, the Swansea City Football Club will use common sense and aims to provide a reasonable adjustment whenever required.

The disabled supporter's client information and references will only be used to make notes that will be stored in the Swansea City Football Club database systems surrounding disabled supporters ticketing eligibility and any associated reasonable adjustment. This information may be reviewed from time to time based on the information provided, for example time sensitive validity of a doctor's note or expiration of the DLA. These notes will remain strictly confidential and will only be viewed by Swansea City Football Club representatives responsible for ticketing and these details will not be disclosed to any outside organisation or third party.

Disabled supporters who have limited mobility or use an Assistance or Guide Dog but do not need to use a wheelchair user place will be entitled to sit in various positions in the ground (in the same way as any other individual) depending on the need of the disabled individual. However, we would encourage disabled supporters with specific access requirements to sit within the most accessible areas that we have identified within the stadium. This information is available from the ticket office or the club Disability Officer.

Away disabled supporters with similar needs are encouraged to sit in the first rows of the following seating areas in the North (Croeso) Stand where we have identified seats with easy access including, limited or no stepped access, armrests, extra legroom and / or specially trained stewards / staff on duty.

Should the disabled supporter not wish to sit in these more accessible areas, Swansea City Football Club may be required to undertake an individual health & safety review (please contact the club / Liberty Stadium for more details). However, Swansea City Football Club understands that access to its facilities and services cannot be denied to a disabled person (who chooses not to sit in these designated areas of the stadium) unless there is a significant risk to the health and safety of that individual and / or others and provided a competent risk assessment has been undertaken by the stadium safety officer or other suitably qualified person making this decision clear as a legal challenge by the individual may be possible.

Wheelchair user places are located in the following areas:

- North (Croeso) Stand: 12 in the upper tier
- East (E-Teach) Stand: 44 in the upper tier; 34 pitch-side
- South (Family) Stand: 26 in the upper tier
- West Stand: 33 in upper tier; 30 pitch-side.

These seats have an adequate space / adjacent seat for a personal assistant (PA) is provided to enable the PA to sit alongside the disabled supporter.

Disabled supporters are also able to access the clubs full range of other match day / event amenities and services.

CONTACT WITH EXISTING DISABLED SUPPORTERS:

The Club has an open dialogue with its disabled supporters and encourages them to contact the club on a regular basis to discuss facilities and improvements etc.

The Club Disability Officer Ian James can be contacted via ianjames@swanseacityfc.co.uk

The Disabled Ticket Liaison Officer Helen Stephens can be contacted at Tel: 0844 815 6665 or h.stephens@liberty-stadium.com

The Club also has a Disabled Supporters Association which can be contacted on via email at dsa@swanstrust.co.uk

ACCESSIBILITY INFORMATION

Disabled Parking Bays: 62 car disabled parking spaces are situated on site. Swansea City Football Club is not in a position to offer convenient parking for every Disabled Supporter. These places can be purchased on a seasonal basis. Applications can be made to the ticket office and each request will be judged on its individual merits.

Seasonal passes will be issued depending on availability. Occasionally additional bays are available on a match by match basis and these can be purchased at £10 per game. (Subject to availability)

In addition, the club provides three disabled parking bays for Away disabled supporters and these are available on request on a first-come, first-served basis as a cost of £10 per bay.

The club will also try and accommodate additional requests from away disabled supporters.

If the club are unable to assist on-site parking, alternative parking information will be provided. Please note there is also a dedicated disabled drop off point outside the ticket office.

Local Parking: There are official public match day parking available adjacent to the Stadium at the Landore Park and Walk site. Alternative parking options vary match by match and for a full list please visit the website

Stadium Entrance: Please note that your Stadium Entrance will be printed on your ticket with two disabled entrances per stand.

Lifts: There are two lifts in each of the four stands situated within the concourse.

Loop System: A Loop system is available in the Ticket Office

Wheelchair Seating Areas:

The Liberty Stadium has 179 wheelchair spaces plus seats for assistants. While the majority of places will be taken up by season ticket holders, a number are kept for match by match purchases. Please register your interest with the Disabled Ticket Liaison Officer at the ticket office

- Croeso Stand: 12 in the upper tier

- E-Teach Stand: 44 (plus assistants) in the upper tier; 34 (plus assistants) pitch-side
- South Stand: 26 (plus assistants) in the upper tier
- West Stand: 33 (plus assistants) in upper tier; 30 (plus assistants) pitch-side.

Supporters with physically restricting medical conditions who may have difficulty reaching seats should contact the ticket office ideally at least 24 hours ahead of the game for assistance.

Toilets: Are situated at convenient points within the stadium concourse and also on the walkway of the South, East and North Stands. The West Stand also has toilets situated in concourse and the Mezzanine area. Toilets are operated using Radar keys and are provided with alarms in case of emergency. Please see a steward if you need help with access.

Stewards: If you need assistance please ask one of our stewards who will be on hand to help.

Disabled Liaison Stewards: These specially trained stewards will be easily distinguishable by wearing Forest Green Hi-Viz coats and vests. The Disabled Liaison Stewards are managed by Phil Langford who is the stadium's Match Day Disabled Liaison Officer on behalf of the Club and the Liberty Stadium.

Visually Impaired Supporters: There is live commentary available. Please ask one of our friendly Safety Stewards upon arrival, who will be more than happy to provide you with the commentary equipment and explain its use to you. Match commentary is provided via the local hospital radio service, Radio City.

Guide Dogs are allowed into the stadium but the club request that supporters with guide dogs contact the club before the match so that we can discuss with them access to the ground, facilities inside the ground and the welfare of the guide dog before, during and after the match. Ticket staff will usually offer tickets on the end of a row in order for the dog to sit in the aisle when available. We kindly request that supporters do not to block the access for other supporters in that row.

Hearing Impaired Supporters: The club welcomes hearing impaired supporters with hearing assistance dogs. Hearing Dogs are allowed into the stadium but the club request that supporters with guide dogs contact the club before the match so that we can discuss with them access to the ground, facilities inside the ground and the welfare of the guide dog before, during and after the match. Ticket staff will usually offer tickets on the end of a row in order for the dog to sit in the aisle when available. We kindly request that supporters do not to block the access for other supporters in that row.

Supporters with Physically Restricting Medical Conditions: The Club recognises that some supporters sometimes have difficulty in reaching seats in some parts of the stadium. The club are conscious that these fans, as well as some elderly people, may have difficulty climbing large numbers of steps and therefore are happy to offer alternative seating when available, on request at the ticket office prior to the game.

Supporters with Learning Difficulties:

Supporters with learning difficulties can normally be accommodated in any part of the stadium in normal seating. However, if for whatever reason any such supporter feels that allocated seating

would be unsuitable for them, they may be able to be moved to a more suitable area depending on availability. Tickets should be arranged in advance through the clubs ticket office.

Family Seating: The club recognises that disabled people have families and friends who may wish to attend matches as a family unit. The club will try and accommodate such requests although this may not always be possible. Please contact the ticket office for assistance in obtaining tickets as close as possible to the designated areas.

Catering Facilities: Match day catering for Wheelchair/Ambulant disabled people is provided in the kiosks located near to the wheelchair areas.

As we do not currently have low level counters at these refreshment kiosks the club stewards have been instructed to assist Wheelchair/Ambulant supporters with the purchase of refreshments, if requested.

DEVELOPMENT OF THE STADIUM

Any future redevelopment of the stadium will always be planned taking into account the needs and requirements of the disabled. The club will also liaise with its disabled supporters to ensure their views are taken into account.

TRANSPORT TO AWAY MATCHES

Opportunities for disabled supporters to attend away matches on the club's official coaches are limited due to the facilities available on the coach. It will be the responsibility of the disabled person travelling to ensure that they are accompanied by someone who is fully capable of supporting their needs.

The club cannot undertake to provide 'personal care' or 'moving and handling' assistance to people travelling because of the Health and Safety implications, but will use our best endeavour to assist in whatever way possible.

STEWARDS TRAINING

The club's stewards are trained to NVQ Level 2 standard and above in spectator safety, which includes an equality and diversity module. The club have nominated specific stewards to work in the disability designated areas to assist wherever possible.

CONCLUSION

Every reasonable adjustment is being made to all the services provided by the different departments at the club in order to comply with the provisions of the Equality Act 2010

With regards to disabled tickets Swansea City FC will make every reasonable effort to accommodate requests but we cannot guarantee to satisfy everyone.

Swansea City Football Club openly welcomes comments on our policy and would encourage any person to contact the club with their comments or queries.

Contact:

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Customer Service & Hospitality Manager

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Ian James
Disability Officer

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The Liberty Stadium
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Other Contacts:

Disabled Ticketing and Disabled Parking issues may be discussed with Helen Stephens at the Ticket Office. Helen can be contacted at Tel: 0844 815 6665 or disabilityofficer@liberty-stadium.com

The Club also has a Disabled Supporters Association which can be contacted on via email at dsa@swanstrust.co.uk

Please Note: This Policy Document is available in different formats on request.