

Accessible Stadia



The Football Stadia Improvement Fund

supporter of the football foundation



Football Licensing Authority

Accessible Stadia

A good practice guide to the design of facilities to meet the needs of disabled spectators and other users.

This publication has been funded by the Football Stadia Improvement Fund (FSIF), supporter of the Football Foundation, and the Football Licensing Authority (FLA).



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The information contained in this publication is intended to provide useful guidance, but is not a definitive statement applicable to all circumstances. Independent professional advice should be obtained before taking any action or from refraining from taking any action on the basis of this information.

Forewords

The National Association of Disabled Supporters (NADS) and its members look forward to the implementation and application of the recommendations contained in this publication. This is a user-friendly guide that promotes the harmonisation of standards, which should be available to all disabled spectators. The guide clearly defines the standard of facilities expected to be delivered in the 21st century and it is our sincere hope that each individual involved in stadium design and management will not only operate to the letter of this guide but will also fully embrace its spirit. The ultimate aims are spectator equality and inclusion. It would be encouraging to think that the riches brought by the popularity of football could be used, in part, in a caring and thoughtful manner to achieve these goals.

NADS supports this guide and what it represents and thanks those who have laboured tirelessly to produce it, including Alan Milner, the previous Chairman of NADS. We would also like to thank the FSIF and the FLA for providing the funding which has supported all aspects of its production.



Phil Downes
Chairman NADS

The Football Stadia Improvement Fund and the Football Licensing Authority believe that our sports grounds should be accessible to all spectators, irrespective of any disability.

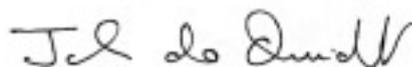
We therefore welcomed the call from the Football Authorities' Disabled Supporters' Group for a good practice guide to the design of facilities to meet the needs of disabled spectators and other users. We are proud to sponsor this guide and to have been able to contribute to its preparation.

We hope that it will prove a valuable resource to all those involved in the design, operation and management of sports grounds.

We thank all the members of the working group who have contributed so much through their insights and commitment. We are also grateful to the many agencies, organisations and consultants who have made invaluable suggestions.



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A working group of interested organisations and agencies was brought together by the FSIF to assist and contribute to the production of this publication and the FSIF and FLA would like to acknowledge and thank the members of this group for their help and guidance.

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The FSIF and FLA acknowledge and thank all of the interested agencies, organizations, design and access consultancy practices who commented and provided information at the draft consultations stage.

Introduction

It is now over 11 years since the Football Stadia Advisory design Council published 'Designing for Spectators with Disabilities'. This publication is now out of print and much has happened since that date through studies, reports and legislation. Whilst this new publication concentrates upon design and provision for disabled spectators at stadia and their particular needs, the removal of physical barriers, facility improvements at existing stadia and well considered design solutions at new stadia will create and provide more inclusive facilities and accessibility for all people who attend and spectate.

Attending matches and other sporting activities is an integral and vital part of our culture and tradition. Stadia vary greatly in capacity from a few thousand to many that host tens of thousands of spectators. New stadia are being planned and constructed. All of these will be different because of their location, scale and site factors. Many clubs and stadia provide activities and facilities outside of match days and are an important part of local community life. Common to all is the need to provide well designed, managed and operated facilities that meet the expectations and demands of spectators, all of whom wish to experience and enjoy the thrills and excitement that these occasions can deliver.

This publication is an advisory document and is not intended to be prescriptive nor inhibit alternative and creative solutions.

Part One: Legislation and References

Introduces the legal requirements and obligations related to the Disability Discrimination Act 1995 (DDA) that must be taken account of by service providers and designers in making reasonable adjustment to physical barriers and services in existing and new stadia. It draws attention to the 'Code of Practice. Rights of Access. Goods, Facilities, Services and Premises. Disability Rights Commission 2002.' ('DRC Code'). It summarises and provides an overview of BS8300: 2001 'The design of buildings and their approaches to meet the needs of disabled people': 'Code of Practice' ('BS 8300') and the 'Guide to Safety at Sports Grounds 1997' ('Green Guide') and their importance as key references for standards and good practice. These include reference to the new Building Regulations PART M 2004 'Access to and use of buildings'. Other sources of reference: 'Improving facilities for Disabled Supporters, a report by the Football Task Force 1998' ('Task Force Report'), Ground Surveys and definitions of disability are summarised. This part also explains the requirement for an access audit of an existing stadium and an access plan or strategy as a first step, and the continued need to carry this through at each design and construction stage, including statutory approvals at the Planning and Building Regulations stages.

Part Two: Facilities

Concentrates upon physical features, design issues and standards with key sources of references which include:

- Transport and access to the stadium
- Information and signage
- Parking
- Ticket outlets and designated entrances
- Movement and circulation in and around the stadium
- Vertical and horizontal circulation
- Lifts, ramps and staircases

Provides guidance and recommended spectating standards covering quantity, location and dispersal of viewing areas and design issues regarding sightlines.

Provides guidance, standards, requirements and accessibility for:

- Toilets
- Restaurants and bars
- Directors' boxes
- Hospitality suites
- Executive boxes
- Retail and commercial activities
- Press and media

This part also provides essential information on design and management issues related to safety that include horizontal and vertical means of escape, fire and emergency warning systems and staff training.

Part Three: Access Audits and Accessibility Appraisals

Focuses on the role and services that can be provided by an access consultant and their terms of reference and appointment. Clarifies the difference between an access audit carried out at an existing stadium and the services that can be provided with the design team through an 'accessibility appraisal' as proposals for alterations or new build are progressed through the design, statutory approvals and construction stages, to ensure that the access plan or strategy is successfully realised.

Access Checklist

This section also provides a possible methodology and approach for an access audit of existing facilities including certain management and operational issues, physical features with related legislation, codes of practice and important sources of reference.

Part Four: Appendices

Appendix 1

Provides a number of worked examples related to existing and new stadia, with capacities of 10,000 to 50,000.

Appendix 2

Lists key references.

Appendix 3

Lists relevant organisations and agencies.

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Part One: Legislation and References

Background

- 1.1** The Disability Discrimination Act 1995 presents a major challenge to the world of sport, as indeed it does to society in general. The Act, which has been in place since 1996, establishes, amongst other things, the principle that disabled people should not be discriminated against by service providers or by those involved in the management of premises. The Act applies to disabled people who use or seek to use the services provided, whether as customers, buyers, shoppers, consumers, clients, patrons or service users. This applies equally to all sports and facilities. Separate provisions in the Act apply to employees.

Part III of the DDA establishes duties on service providers, which are on-going and evolving. Since December 1996 it has been unlawful for service providers to refuse to serve a disabled person, offer a lower standard of service or provide a service on worse terms to a disabled person for a reason related to his or her disability. Since 1999 service providers have had to make reasonable adjustment for disabled people in the way that they provide services. From October 2004, service providers may have to make reasonable adjustments in relation to the physical features of their premises to overcome physical barriers to access. It is from this latter date that service providers may be faced with making structural alterations to their premises. Management will need to plan ahead to ensure that the requirements of the Act are met.

All sports grounds, including new and existing, will be affected. There will not be an “approvals” agency. However the Disability Rights Commission monitors the application of the Act and advise disabled people of their basic civil rights. It is anticipated that the only real test of compliance at stadia will be legal action by disabled spectators who feel that they have been discriminated against. Service providers (i.e. football clubs, stadia management etc.) should now be carrying out audits of their facilities on a continuing basis in order to assess current

and future compliance with the Act. For all premises, old and new, existing and proposed, management should be developing, or have developed, an “access strategy”.

Historical Context

- 1.2** It is now over 11 years since the last guidance was issued in respect of Disabled Spectators. The Football Stadia Advisory Design Council (‘FSADC’) document ‘Designing for Spectators with Disabilities’ published in 1992 established good practice in relation to the then new Part M of the Building Regulations at a time when many football clubs were beginning their necessary rebuilding in compliance with the Taylor Report.

The Taylor Report (Hillsborough Stadium Disaster, Final Report 1990) needs no introduction here. Amongst the 76 safety related recommendations the principal focus was upon the provision of all-seated accommodation at all Football League grounds within periods of five and ten years for the two upper and two lower divisions respectively. In the case of the latter this requirement was relaxed in 1992 by the then Secretary of State, providing that terracing, where it was allowed to remain, accorded to the highest standard. He stated that he still expected the more ambitious clubs to become all-seated. By 2002 over sixty football stadia were all seated and the rest, with a small number of valid exceptions, have terracing, which comply with the highest standard set by the Football Licensing Authority. This figure includes more than twenty new stadia and over 200 new stands, a mammoth and massive rebuilding programme that sadly remains a testament to those who died at Hillsborough.

The work, however, does not stop there. Many football clubs are committed to relocating to better facilities and some are planning on building new stadia even though parts of their existing stadia are less than ten years old. Other sports should not be forgotten. Many Rugby League and Union grounds have also been rebuilt, with a fine example at the national facilities at Twickenham. Cricket and horse racing are all well represented and share in the excellent provisions of facilities for the 21st century spectator.

The Disability Discrimination Act 1995 ('The DDA')

- 1.3** All of the above new facilities will have complied with Part M (Access and Facilities for Disabled People) of the Building Regulations in place at the time. They will also have followed the recommendations of the Government's Guide to Safety at Sports Grounds (Green Guide). From 2004 all service providers will have to ensure that they meet the additional requirements of the Disability Discrimination Act 1995.

The main parts of the Act cover definitions of Disability, Employment, Goods, Facilities and Services, Transport, and Education.

This publication, Accessible Stadia, focuses principally on Part III, Goods, Facilities and Services. However management should also be aware of their duties in respect of Part II Employment which will have an implication both for match-day and non match-day staff.

From 1 October 2004, where a physical feature makes it impossible or unreasonably difficult for disabled people to make use of services, a service provider will have to take reasonable steps to:

- Remove the feature, or
- Alter it so that it no longer has that effect, or
- Provide a reasonable means of avoiding it, or
- Provide a reasonable alternative method of making the services available.

Physical barriers can include:

- A feature arising from the design or construction of the building.
- A feature on the premises including approaches to the site.
- Fixtures, fittings, furnishings, furniture, equipment and materials on or brought onto the premises.
- Any other physical feature on land associated with the premises.

In addition it should be remembered that barriers can be physical, operational or attitudinal.

Key Issues are:

- Can it be removed?
- Can it be altered?
- Can it be avoided?
- If none of the above, is there an alternative?

Service providers must be pro-active and there is a continuing and evolving duty to meet with the requirements of the Act. Clubs must anticipate the need to make reasonable adjustments, and should not wait until a disabled customer makes a request before taking action. Clubs must also be aware that a duty to avoid discrimination applies to everyone providing services on their behalf – whether paid or voluntary.

DDA Code of Practice. Rights of Access, Goods, Facilities, Services and Premises 2002 ('DRC Code')

1.4 The DDA itself sets out the philosophy of the new approach to provision for disabled people and what the new legal requirements are, but does not try to provide practical examples or prescriptions as to how these should be met. This role is played by a separate publication: 'Code of Practice. Rights of Access. Goods, Facilities, Services and Premises', issued by the Disability Rights Commission in 2002 ('DRC Code'). This replaces an earlier version.

The DRC Code is a practical guide to the way in which the DDA will be applied, and contains a host of clear illustrative examples. It is an essential accompaniment to the Act. The DRC Code can be used in evidence in legal proceedings under the Act: "If service providers and those involved in selling, letting or managing premises follow the guidance in the DRC Code, it may help to avoid an adverse judgement by a court in any proceedings." (See Code of Practice 1.4).

BS 8300:2001 The Design of Buildings and their Approaches to meet the needs of Disabled People: Code of Practice. ('BS 8300').

- 1.5** This British Standard was introduced in October 2001 and replaced a number of previous British Standards. It gives recommendations for new buildings and their approaches to meet the needs of disabled people. It applies to car parking provision, setting down points and garaging, access routes to and around all buildings and entrance to and interiors of new buildings. The recommendations also apply for assessing the accessibility and usability of existing buildings and, where practicable, as a basis for their improvement.

Sports buildings are included in this standard and are referenced to the Green Guide. The British Standard recognises one important design principle and that is that any wheelchair seating area should be designed so that the spectators in wheelchairs can still see the event where people in front may stand up (BS 8300 Para 13.7.2).

The Building Regulations 2004 Edition, England and Wales. Access to and use of buildings Approved Document M (Part M)

- 1.6** The latest edition replaces the 1999 edition and the main changes in relation to stadia are as follows:
- Applies to material alteration to and some changes of use of, existing non-domestic buildings including historic buildings. Some publication references, particularly those concerning lifts and sport facilities, have been replaced to reflect the most recent guidance available.
 - The guidance draws upon the recommendations of British Standard BS 8300:2001. There are some instances where the guidance in this Approved Document differs from the recommendations in the edition of BS 8300. It is the intention of the British Standards Institution to review such anomalies as may exist and, where practicable, to resolve them in future editions of the standard.

- The new edition has taken the opportunity to broaden the scope of Part M with the aim of fostering a more inclusive approach to design to accommodate the needs of all people. It also makes reference to the 'Green Guide' and to this publication for guidance on integrating the needs of disabled people into the design of spectator facilities.
- The relationship between Part M and the DDA 1995 has been amended to reflect Regulations made or revoked since the 1999 Part M edition was published.
- The concept of the Access Statement has been introduced for the first time and it identifies the philosophy and approach to inclusive design, particularly when the approach differs from that represented in Part M.
- It should be noted that compliance with Part M of the Building Regulations does not necessarily mean compliance with the DDA.
- There are differences in buildings standards in Scotland and reference should be made to the Scottish Executive Building Standards Division.

The Guide to Safety at Sports Grounds. 1997. ('Green Guide').

1.7 The Fourth Edition of the Green Guide was produced in 1997 and applies to England, Wales and Scotland. It was a major revision to the previous edition of 1990, which was issued as a response to the Hillsborough disaster and the Taylor Report. It was also the first revision produced after a lengthy review and consultation period without the pressure of a recent safety related disaster. The third edition of the Guide in 1990 contained little more than a page in respect of disabled spectators, hence the need for the FSADC guidance of 1992.

Even the FSADC failed to address one major issue and that was the number of wheelchair spaces within a new stand or sports ground. Part M of the Building Regulations (1992) stated that for a newly constructed sports ground, or any completely new section of an existing ground, provision should be made for a minimum of six wheelchair spaces or one space for every 100 of the capacity of the newly constructed seated accommodation, whichever is the greater.

It further stated that “in a large stadium” it is reasonable to provide a lesser number of wheelchair spaces than one for every 100 of the total seated capacity. Thus remained the confusion of what was meant by a “large stadium” and architects, local authorities and disabled groups were left to argue the case (or cause).

Whilst principally a guide to safety, it became obvious during the review process that here was an excellent opportunity to overcome the confusion. Therefore, the fourth edition of the Green Guide, with agreement of the appropriate government departments, recommended that a large stadium was determined to be a newly constructed sports ground with a seated capacity of 10,000 or more. A sliding scale of provision was recommended for capacities in excess of 10,000.

This single issue cleared the way for future projects and appears to have successfully resolved a major uncertainty. The Guide also contains twelve pages of recommendations for spectators with disabilities including viewing accommodation, circulation and means of escape. It has partly helped to fill the vacuum created by any lack of update on the original FSADC guidance. The Guide is an important document. The courts are likely to take account of its recommendations, and its contents are known to local authority planning and safety staff.

However, there still remain no recommendations in the Guide for:

- provision for ambulant disabled spectators.
- wheelchairs in standing accommodation.
- wheelchair spaces within the whole of a sports ground when perhaps just one new stand of seated accommodation is under construction.

Other Relevant Publications

Improving Facilities for Disabled Supporters. A report by the Football Task Force. ('Task Force Report').

1.8 The Football Task Force – representing a wide range of interested parties within the game – was asked by the Government to make recommendations on “improving access to spectating facilities for disabled people at football grounds”. It submitted its report to the Minister for Sport in July 1998. Foreshadowing the impact of the DDA, the report looked at every aspect of the experience of disabled fans. It did not “seek to rewrite technical guidance” but was concerned instead to ensure that the existing technical requirements were implemented effectively.

The report made 52 recommendations, which range across a number of club practices including ticketing, charging policies, and staff training. The report does not extend its scrutiny (as the DDA will) to club sites and buildings away from the ground itself nor to outreach activities like Football in the Community programmes. The main recommendations were:

- Amendments to legislation to ensure that all new stadia, stands and extensions to existing facilities incorporate the recommended number of wheelchair spaces.
- Introduction of new requirements for minimum numbers of seats for ambulant disabled people and blind and deaf people in spectator seating.
- Full consultation with disabled spectators on all plans for new developments as a condition of any funding.
- Annual visits by 'hit squads' to all grounds to conduct audits.
- The ability for home and away disabled fans to sit amongst fellow spectators at all grounds.
- Provision of wheelchair access to all existing social and retail facilities at grounds.

- Harmonisation of ticket allocation for disabled spectators with those for general ticket allocation.
- Stewards who are deployed in areas of the ground for disabled spectators to have special training.

The report also makes recommendations for the new national stadium.

Published as an appendix to the report is a specially prepared submission from the Royal National Institute for the Blind setting out areas of concern to sight-impaired spectators and making a number of recommendations.

- Information in readily available formats on club and ticket agency websites.
- Provision of public transport and on site parking.
- Provision for assistance dogs.
- Training of staff and match day stewards.
- Signage.
- Colour contrast.
- Tactile services at recommended locations.
- Match day commentaries that provide live and continuous audio description for home and away supporters.
- Liaison and consultation with disabled spectators.

The significance of the Task Force Report lies in the fact that all the football authorities have accepted its findings and recommendations. Thus, although it has no statutory power, the Task Force Report has considerable weight. It is part of the sport's commitment to disabled spectators. It pinpoints a number of issues, which are also requirements of the DDA, and it is one of the few documents which gives expression to the views of disabled spectators themselves. The Football Authorities Disabled Supporters' Group was formed as a direct result of the Report. This publication takes into account the main recommendations from the Report and includes contributions from the Group.

Disabled Spectators' Views: 'Leaving the Trackside'.

1.9 Survey work for 'Leaving the Trackside' was carried out in 1998 by the Sir Norman Chester Centre for Football Research, and the study was published by the former Football Trust, the predecessor to the Football Stadia Improvement Fund (FSIF). This was the second national survey of disabled football spectators. The first, 'Fans at the Trackside' (Williams 1992) was carried out in the aftermath of the Taylor Report on the Hillsborough Disaster. The Taylor Report paid attention to the needs of disabled spectators, and 'Leaving the Trackside' attempted to record how far Taylor's intentions have been honoured and how far facilities for disabled spectators have kept pace with those for other spectators during a period of rapid building and stadium development.

Further, the study began to look, in the way that the Disability Discrimination Act does, at the extent to which clubs are treating disabled spectators as mainstream customers as well as at how far clubs are involving disabled fans in the decision-making process when they plan new facilities. This approach involved asking a series of questions about how respondents were treated at the initial point of contact. Was there a named contact at the club? Was ticketing made easy?, and was the club's supply of information accessible to people with a range of disabilities?

Thus the survey covered some issues (including pricing and transport to matches) which are not included in this publication, although it also surveyed respondents' views on the seating/viewing/design issues which are central to this publication. On the 'bone of contention' of the number of places made available for disabled people the survey quoted the recommendations put forward by the Task Force (see above) and now incorporated in chapter 13 of the Green Guide.

The report did not contain formal recommendations – it is a survey of opinion – but overall it recorded considerable progress and grounds for optimism since the earlier survey in 1992.

Guides To Grounds

There are *three* 'good ground guides' for disabled football spectators.

1.10 The first guide: '[The Football Trust National Guide to Facilities for Disabled Football Supporters](#)' was published in 1997 and was prepared by the Sir Norman Chester Centre for Football Research. It is based upon information supplied by clubs, and supplemented and checked by supporters. The guide is free of charge (from the Sociology Department, University of Leicester and from the Football Foundation). It covers the Premier and the Football League (92 clubs in all) and also covers the Scottish Football League, with information for each club displayed according to a standard template:

- Ground capacity.
- Number of wheelchair places and their location.
- Places for blind/partially sighted spectators.
- Provision for ambulant disabled.
- Toilets.
- Refreshments.
- Ticket booking procedure.
- Prices for fans and their helpers.
- Parking facilities.
- Disabled supporters' organisations.
- Spectators' comments on the ground.

Road directions (not public transport) to the ground are also given.

Each entry shows a simplified but helpful ground plan showing where provision has been made for disabled spectators and where the accessible toilets (if any) are.

The second guide: '[A Guide to Grounds for Disabled Football Supporters](#)' was published in 2001/02. It is described loosely as an audit, and is the outcome of ground visits by members and representatives of NADS – the National Association of Disabled Supporters. The project was supported financially by the Football Foundation and One 2 One.

The Guide covers the 114 grounds in the Premier, Football League and Conference, but does not include grounds in Scotland.

Again, a standard template is used, with details about the following information:

- Parking and access.
- Places and positions for wheelchair spectators.
- Provision for visually impaired spectators.
- Provision for hearing-impaired spectators.
- Provision for the ambulant disabled.
- Toilets.
- Catering.
- Disabled spectators' club.

A ground plan showing disabled provision and toilets is provided for each club, as well as travel directions by road though not by public transport. A valuable inclusion in this guide is the name, telephone number and email address of the person at the club designated as the contact for disabled fans. This was one of the recommendations of the Football Task Force (see above), and is also covered in 'Leaving the Trackside'. The Guide had intended to include details of ticket prices, but the authors found their efforts frustrated by a combination of conflicting information and inconsistency.

It should be noted that neither of these Guides covers the full range of issues that will have to be addressed by clubs when a full access audit of their premises and activities is carried out (see Part Three).

It is intended to update the second of these guides on a regular basis.

The above two guides have in 2003 been joined by a third entitled **'Access to Football Grounds'** written by James Thomas and Gordon Couch and published by PHSP (Pauline Hephaistos Survey Projects). The main section of the guide contains reports on fifty grounds from England and Wales mainly from the Premiership and the First division along with some useful supplementary information.

Football Association: Addressing the Requirements of Part III of the Disability Discrimination Act 1995. A Management Guide for Football Clubs 2003

1.11 Commissioned by the Football Association and written by Richard Wood with legal advice from David Ruebain.

The report is not a legal briefing and does not necessarily identify every activity a club might be engaged in, it will assist clubs to identify their duties under the DDA and ensure maximum compliance with the Act and these include:

- Policy and management.
- Stadium issues.
- Ticketing.
- Health and safety.
- Provision and information.
- Commercial issues.
- Football related issues.
- Consultation.

The report recommends the creation of an action plan to ensure that every aspect of the club's operations have been addressed and implemented.

Disability

1.12 For the purposes of the DDA a person has a disability if he or she has a physical or mental impairment which has a substantial and long-term effect on his or her ability to carry out normal day-to-day activities. For more precise advice there is a Government publication 'Guidance on matters to be taken into account in determining questions relating to the definition of disability' (The Stationery Office). Around 11.7 million are covered by the provision of the Act.

An appendix to the revised DRC Code gives helpful guidance to the meaning and interpretation of the phrases used in the definition given above. 'Long-term' is an impairment, which has lasted or is anticipated to last at least 12 months, or where the total period is likely to be at least 12 months (i.e. where there are periods of remission) or which is likely to last for the rest of a person's life. 'Normal day-to-day activities' are those, which are carried out by most people on a fairly regular and frequent basis. The test is whether the impairment affects one of the broad categories of day to day activity listed in Schedule 1 of the DDA. They are:

- Mobility.
- Manual dexterity.
- Physical coordination.
- Continence.
- Ability to lift, carry or move everyday objects.
- Speech, hearing or eyesight.
- Memory or the ability to concentrate, learn or understand.
- Perception of the risk of physical danger.

People who have had a disability within the definition are protected from discrimination arising from their past disability even if they have since recovered. The definition of disability is likely to be extended in the forthcoming Disability Bill.

The Act also covers those with a progressive impairment; those whose impairments are corrected or controlled by a prosthesis, medication or otherwise; and those with a severe disfigurement. However the Act does not apply to drug addiction (including alcoholism), hay fever, or certain addictive behaviours such as arson or kleptomania.

People with Impaired Vision

1.13 This includes people who are blind (of whom 18 per cent are 'totally blind') and those who are partially sighted, amounting together to nearly one million people in Great Britain. The Green Guide (Chapter 13) provides guidance on signage, public address systems, staff training, headphone sockets/all-ground match commentaries and tactile flooring indicators.

The DRC Code advises that, in order to meet with the Act's requirement for 'reasonable' provision, the range of auxiliary aids or services which it might be reasonable to provide to ensure that services are accessible might include one or more of the following which may be applicable to stadia:

- Readers.
- Documents in large or clear print, Moon or Braille.
- Information on computer disk, email or audiotape.
- Telephone advice to supplement other information.
- Spoken announcements.
- Accessible websites.
- Assistance with guiding.
- Audio description services.
- Large print or tactile maps or ground plans.
- Touch facilities.

People with Learning Difficulties

1.14 The national learning disability organisation MENCAP estimates that 2 to 3 per cent of the population has a learning difficulty, and around 10 per cent of this group is severely affected. Although no adaptations to spectator seating are required, people with learning difficulties are particularly reliant on simple, clear layouts and good quality signposting. Additional help and assistance may be required from stadium staff or stewards.

People with Impaired Hearing

1.15 Across the whole range from partial hearing impairment to complete deafness, the number of people who have impaired hearing comes to 2.5 million. The Green Guide (Chapter 13) identifies the importance of: audible public address systems, visual information on electronic scoreboards, audio induction loops in areas of spectator accommodation and in ticket offices, good lighting at turnstiles and counters (for lip readers), and staff/steward training. People with poor hearing may hear public announcements provided they are clear and succinct.

The DRC Code sets out the range of auxiliary aids or services, which it might be 'reasonable' (within the meaning of the Act) to provide. They include one or more of the following:

- Written information (leaflets or guides).
- A facility for exchanging written notes.
- Verbatim speech-to-text transcription service.
- Induction loop systems.
- Subtitles.
- Videos with BSL interpretation.
- Information displayed on a computer screen.
- Accessible websites.
- Textphones, telephone amplifiers and inductive couplers.

- Teletext displays.
- Audio-visual telephones.
- Audio-visual fire alarms.
- Qualified BSL interpreters.

People with Mobility Impairment

1.16 Spectators with impaired mobility include:

- People in wheelchairs who remain in their wheelchairs throughout the match.
- People who arrive at the ground in a wheelchair and then transfer to a seat.
- People who watch the event from their own special vehicle.
- Ambulant disabled spectators, who can walk either unaided, with difficulty or only with help.

The Green Guide (Chapter 13) approaches the needs of people with impaired mobility by providing clear guidance on the following issues, referring in each case to the specific detailed provisions of Part M of the Building Regulations:

- Dispersal of ambulant disabled spectators.
- Dispersal of wheelchair spaces.
- Provision of wheelchair spaces (the ratio of spaces to the seated capacity of newly constructed grounds).
- Design of wheelchair spaces.
- Viewing standards for wheelchair spaces.
- Provision of shelter.
- Circulation (horizontal and vertical circulation routes).
- Emergency evacuation procedures.
- Fire and emergency warning systems.

The Green Guide also gives advice on the safe management of accommodation for disabled spectators.

The list above comprises the central topic of Part 2 of this publication. Whilst the needs of visually-impaired and hearing-impaired spectators are important and must be met, it is mobility impairment which has the most far-reaching implications for the operators and the designers of football grounds. The approach of the DDA to mobility impairment (as well as to other impairments), as amplified in the DRC Code, is to concentrate not on specific design features such as lifts or wheelchair spaces but on outcomes. To quote the Code (Para 5.36):

“The Act does not require a service provider to adopt one way of meeting its obligations rather than another. The focus of the Act is on results. Where there is a physical barrier, the service provider’s aim should be to make its services accessible to disabled people. What is important is that this aim is achieved, rather than how it is achieved. If a service remains inaccessible, a service provider may have to defend its decisions”.

Disabled Spectators

1.17 As will be seen from the DRC Code and the list above, the DDA’s definition of disability is much wider than the four disability groups identified by the Football Task Force Report. The Department for Work and Pensions is currently working on an estimate of over 8.5 million adults in Great Britain. The number of disabled people varies according to the definition used. There are an estimated 11.7 million people covered by the provisions of the DDA.

The number of disabled people who attend football matches has been increasing gradually but steadily for several years, and the pattern has almost everywhere been one of ‘supply leads to demand’. Where provision has been made for disabled people they will attend matches. As a result of improvements at grounds many are therefore ‘recent’ spectators, though this does not mean of course that they are recent fans.

The most complete picture is provided by ‘Leaving the Trackside’ (see above). Whilst conceding that there is no accurate overall measure of the number of disabled fans who attend matches, the survey distributed questionnaires to nearly 4,000 people. The response rate of 33 per cent was reasonable for a survey of this kind, though the

report acknowledges that the sample is dominated (partly through the responses made by the clubs themselves) by people in wheelchairs rather than those with other disabilities. The sample therefore consisted of 80 per cent wheelchair users, 7 per cent with visual impairment and 12 per cent who have mobility problems but do not use a wheelchair. Of the total, 85 per cent went to matches with a friend or helper. Around 20 per cent of the sample were employed, one third were retired and 11 per cent were pupils or students. Almost one in seven were female, an increase since the earlier 1992 survey.

This heightened interest in attending live matches, and no doubt also the greater willingness by clubs to welcome disabled spectators, plus considerable persistence by disabled fans themselves, has led to the formation of disabled supporters' associations at many clubs. At the time of publication of the NADS/One 2 One 'Guide to Grounds' (see above) 35 of the 114 clubs listed had disabled supporters' clubs, mostly in the Premiership and Football League Division 1. Even where these disabled supporters' clubs exist, football clubs who run a main supporters' club must ensure that its membership is open to disabled people.

The **National Association of Disabled Supporters (NADS)** was formed in 1997 and has been active since then in assessing football grounds and in voicing the views of disabled fans.

The number of older people in the population is increasing and many of them will have a disability of some kind. Good design should help them as well. In broad terms, over the next thirty years while the overall population rises by less than 7%:

- The proportion of the population over 65 will increase by 40%.
- The number of people over 65 will double.
- The proportion over 80 will increase by 100% and will treble.

There is also a correlation between the age and disability. Over half the population over 75 has some kind of disability and two thirds of disabled are over pension age. Many have more than one disability that affects their mobility.

Access Audits

1.18 No two sports grounds or stadia are identical. Furthermore, management and clubs do not manage their promotion, ticketing, catering or staff training in identical ways. Because of this, a management or a club can realistically only assess its services to disabled spectators by commissioning an access audit.

The audit will also show evidence of good faith by clubs in meeting their obligations under the DDA. The DRC Code (para 5.42) argues that:

“Service providers are more likely to be able to comply with their duty to make adjustments in relation to physical features if they arrange for an access audit of their premises to be conducted and draw up an access plan or strategy. Acting on the results of such an evaluation may reduce the likelihood of legal claims against the service provider”.

The DRC Code goes on (para 5.43):

“In carrying out an audit, it is recommended that service providers seek the views of people with different disabilities, or those representing them, to assist in identifying barriers and developing effective solutions. Service providers can also draw on the extensive experience of local and national disability groups or organisations of disabled people”.

In 2001 the Premier League recognised the value of guidance on how to respond to the issues raised by the DDA and commissioned a study of a ‘sample’ Premier club as a pilot. A number of clubs volunteered to be part of this exercise and Aston Villa was selected. The study used a variety of methods, including a schedule of interviews with staff, several visits to Villa Park and to other satellite facilities, attendance on match days and a scrutiny of the Club’s Charter and its policies and procedures.

In all, the study ranged across 24 areas of the Club's activities and it is important to note that only 7 of these related to the 'physical features' of the ground and the seating positions. The study covered the Club's entire gamut of policies, which will be affected by the Act such as:

- Ticketing Pricing structures.
- Travel arrangements for fans.
- Commercial activities.
- Community programmes.
- Merchandising.
- Provision of information.

Management or clubs, in preparing for an access audit of their premises (all premises, not just the ground) will have to provide the original completion dates for each site and each spectator stand within the ground. This will enable them, or the access consultant, to judge the date from which they will be obliged to remedy the 'physical features' of each building.

The requirement of the Act concerning physical features, which becomes operative in 2004, accepts that service providers may have erected buildings, which complied with the Building Regulations which were in place at the time they were built. The Act allows exemptions to the need for immediate and permanent adaptations depending on the completion date. To quote from the DRC Code (para 6.2): 'A service provider who provides services from a building will not have to make alterations or adjustments to physical features which accord with Approved Document M if 10 years or less have passed since their construction or installation'.

Thus no building completed before 1994 will be protected by this exemption. However, the 2004 duties refer only to physical features and not to any services provided from the facility, which have been subject to 'reasonable adjustments' since 1999.

However, even in stadia completed after 1994 issues such as lighting or signage which are not covered by Part M, but which are covered by the DDA, would not be subject to this exemption or 10 year 'rolling programme'.

The access audit – using the term in its widest sense – can theoretically be carried out by clubs themselves, but unless they have competent professionals who are both familiar with the DDA (and the other legal requirements) and have a measure of detachment from the club's affairs it would be advisable to engage a suitably experienced, competent, independent access consultant. Alternatively, an organisation representing disabled people that is competent and experienced in advising on sports stadia could be used.

The outcome of the study will be a detailed report with recommendations. It may be called a Business Plan, or (to avoid confusion with other business plans produced by clubs) it could be termed an Access Statement, Access plan, Disability Plan or Disability Strategy. It should, wherever possible, be costed and prioritised.

The access checklist in Part 3 deals mainly with 'physical features', and has been adapted from an audit compiled by NADS. It is based upon the assumption (applicable to feeder league clubs and above) that grounds are capable of being segregated into home and away areas even if they are not separated in this way for all games.

Accessibility Appraisals

1.19 Part 3 of this publication lays out the services that can be provided by an access consultant working with the design team, client, disabled supporters and statutory agencies through each design and construction stage. This process is generally described as an Accessibility Appraisal as the project is designed and developed.

Statutory Approvals

1.20 The benefit and value of an access plan and accessibility appraisals process will be of great use when Town Planning and Building Regulations submissions are made. Local Planning Authorities (LPAs) now include clear guidance and policies in their adopted local plans regarding access and provision for people with disabilities. Central Government has also published “Planning and Access for Disabled People; A Good Practice Guide”, which further consolidates this issue and lays out the approach that should be adopted by LPAs in carrying out their statutory role and project assessment. It also lays out an effective process that each developer should follow to ensure the successful delivery of inclusive access from concept stage, initial discussions, access statements and submitted designs. Identified problems or shortcomings could result in a refusal by LPAs.

Part M has introduced the concept of an Access Statement, and recommends that this is provided along with the scheme details when an application is made for Building Regulations approval, particularly if the approach is different from those laid out in the Approved Document.

Introduction

This part of the publication deals with specific elements and physical features that management, access consultants and the design team will need to consider and take account of, whether the project relates to an existing stadium, extensions or a new build stadium.

Booking tickets, getting there and moving around a stadium can be a daunting experience for a disabled person. All aspects of attending football matches or events need to be considered in order to achieve a fully accessible stadium and support facilities at existing and new stadia. Disabled spectators, home and away, have equal rights to enjoy and experience the thrills and excitement that football and other spectating events can deliver.

It is recognised that a total inclusive design approach must be followed from the outset that takes account of non disabled and disabled spectators. These include site factors, approaches, car parking, circulation and movement, support facilities, safety and most importantly, location and viewing for all spectators.

Outside the Stadium

Transport and Access to the Stadium

2.1 Match days or events at stadia will draw many thousands of spectators at certain times and at concentrated periods. Getting there and leaving the stadium during these times presents major challenges for public transport systems, local authorities, highway authorities, police and all those involved in the design, procurement and construction of stadia.

Earlier in this publication, the recently published 'Planning and Access for Disabled People. A good Practice Guide', was referred to (see 1.20). It puts forward and promotes a number of good practice points and an inclusive approach for local authorities, developers and design teams.

A fully considered access plan for disabled spectators will have addressed the important issue of transport and access to the stadium.

A key infrastructure element is the development and provision of effective and accessible public transport capable of coping with the large numbers of spectators who will attend. Trains and stations on the rail network are increasingly being made accessible for disabled people and accessible routes from stations and bus stops to and from the stadium should also be part of this consideration. Although cars are the most favoured means of transport for wheelchair users, many disabled spectators will also arrive in mini-buses, coaches and buses.

For those disabled spectators travelling in modified coaches, it is recommended that drop-off points should be provided not more than 50m from any stand entrance designated for disabled people. They should also be sited so that disabled passengers have sufficient time to disembark in safety and without causing congestion to other traffic and incoming spectators. Wherever possible these locations should be under cover. Arrival at the stadium will be at different times, whereas departure will be at the same time as non disabled spectators. Site factors and constraints may require consultation and agreement with the local authority and police regarding match day provision and arrangements.

Car Parking

- 2.2** As mentioned above, cars are the most common means of transport to matches for disabled people (see 'Leaving the Trackside' p.10). Clubs who provide match day parking (free or paid for) have a duty to provide the same facility to disabled supporters, including disabled away supporters. Management should ensure that designated and allocated parking bays are supervised and controlled by match day stewards.

Part M requires that parking bays designated for disabled people should be provided 'as close as feasible to the principal entrance of a building'. Because of the size and elongated layout of stadia it is recommended that designated parking bays should be as close as feasible to any entrance for disabled people. The design of kerbside and off-street parking bays is shown in BS 8300 Figs 1, 2 and 3.

The Task Force recommended (Task Force Report p.28) that a fixed number of parking spaces for disabled spectators, as close to the ground as possible, should be allocated by the ticket office at Premier and Football League grounds. Although BS 8300 (para 4.1.2.3) states that at recreation and leisure facilities 6% of total car parking capacity should be allocated, it goes on to add that this requirement will need to be greater for stadia. Consultation with disabled supporters should allow a fair and reasonable provision at the stadium.

Unlike other leisure facilities, it should be noted that at stadia all disabled visitors will require parking bays at the same time. BS 8300 also states that there should be one space for each employee who is a disabled motorist. Land ownership and site constraints may preclude achieving satisfactory on-site parking and if off-site satellite parking is provided, an accessible shuttle service for arrival and departure should be considered. Consultation and agreement with the Local Authority and Police may also achieve match day disabled parking bays in roads that are close to the stadium.

Access consultants and designers should state what the assumptions are in car parking provision in their access strategy or plan. This should refer to the particular circumstances of the project i.e whether the facility is for new build or an existing stadium or on a constrained site and whether there is an accessible transport policy in place or any other relevant factors.

Alterations and improvements to existing or new stadia should pay particular attention to:

- Level approach access routes for pedestrians and wheelchair users.
- Drop off/pick up points.
- Car parking areas and location.
- Movement and circulation within the outer stadium areas to buildings, support facilities and spectator areas.

Access Routes

2.3 BS 8300 (Section 5) and Part M (sections 1.8 to 1.13) provide detailed guidance and standards regarding access routes to and around buildings which can be applied to stadia.

Access routes should be either level or have the shallowest possible gradient (Section 5.4). Any route or part of a route steeper than 1:20 should conform to the recommendations for ramped access.

If there is intensive simultaneous use in both directions by all spectators then access routes at least 1.8m wide and 2.1m in clear height should be provided. A passing place should be 2.0m long and 1.8m wide. A width of 1.5m may be acceptable if the route is less busy and passing places are provided for wheelchair users. (BS 8300 5.3 provides guidance for distance between passing places).

For the benefit of spectators with visual impairments, approved tactile paving should be provided at pairs of dropped curbs where the approach route crosses a highway including drop off/pick-up points. The DFT publication 'Guidance on the use of tactile paving surfaces' provides detailed guidance.

Steps should be provided where the rise of the ramp is greater than 300mm. A ribbed corduroy paving strip should indicate the approach to the head and foot of steps or stairway (BS 8300 fig 10). Step design should also include highlighted step nosings, handrail design and lighting.

Elements of the stadium which may occasionally create hazards to those with visual impairments, such as outward opening doors or windows, should be designed to avoid causing obstruction of routes running along the face of the building.

Providing Information

- 2.4** Disabled people rely on clear and early notification of facilities and access routes more than non disabled people. A well coordinated, consistent approach to signage should be adopted and followed throughout the stadium and support facilities. BS 8501:2002 'Graphical Symbols and Signs' and the 'Sign Design Guide' published by JMU Access Partnership and the Sign Design Society should be referred to. The Green Guide (paragraph 16) also provides advice and guidance.

It is recommended that information signs, whether permanent or provided by the management on an event basis, should be based on signs supplemented with tactile text and Braille being included on signage at eye level.

On access routes signs should be of a good size, non-reflective and should be located in expected positions and should preferably be illuminated. They should also be repeated along the route, to reassure spectators that they are moving in the right direction. Restricted access or 'NO ENTRY' signs should be clearly recognisable.

Important facilities, such as car parking, information centres, designated entrances, first aid, circulation routes, lifts, unisex toilets and escape routes should be well signposted, with consideration for the critical heights of each sign.

Entering the Stadium

Ticket Outlets

- 2.5** BS 8300 (para 11.1.10) includes specific guidance to assist those with impaired hearing at booking or ticket offices where customers are separated from the vendor by a screen. It recommends that an audio induction loop may be employed, subject to suitability of application.

Good quality lighting and non-reflective glass will make the vendor more visible and will help the hearing impaired customer to lip-read.

In a ticket office with a series of windows, a single window fitted with an aid to communication may be acceptable, provided it is clearly identified with a symbol and the management system allows for a separate queue at that window.

The incorporation of a lowered counter for wheelchair users should also be provided as recommended in BS 8300 (para 11.1.3 and figure 33).

The Task Force Report recommended that clubs should make greater use of text phones and also email for ticketing enquiries by disabled fans.

Access into the Stadium

- 2.6** In other non-domestic buildings, the appropriate location for access is deemed to be the principal entrance. In the case of stadia, where crowd control and safety factors intervene (turnstile control, etc.), access via separately designated points is more appropriate for spectators with disabilities. This is favoured by disabled fans themselves, as reported in 'Leaving the Trackside'. Wheelchair users must be counted in to ensure that maximum spectator numbers are not exceeded for safety purposes.

Entrances with turnstiles are not suitable for use by wheelchair, blind or partially sighted spectators and people with assistance dogs.

Designated Entrances

- 2.7** Part M states that doorways for wheelchair users should have a minimum effective clear width range of 800mm up to 825mm depending on the angle of approach to the doorway (see Table 2). The revised Part M now gives 1000mm as the effective clear width for external doors to buildings used by the general public.

The most practical design solution is a gate manned by a steward with an appropriate vision panel which provides level access.

Entrances provided specifically for members of staff should also be accessible and suitable for disabled persons working at stadia.

Entrance Doors and Lobbies

- 2.8** Entrance lobbies, for example to club offices or club shops, should allow wheelchair users to move clear of one door before using the next one (see BS 8300 para 6.3.6.2 and figure 13 and Part M paras 2.27–2.29). They should be clearly identifiable from the surroundings and will assist people with visual impairments.

There should also be sufficient space for someone assisting the wheelchair user, visually impaired people/assistance dogs and someone passing in the opposite direction. Disabled people often cannot move quickly to avoid collisions. They need to be able to see people approaching from the other side and also be seen themselves.

Entrance doors should incorporate visibility glazing from a height of 500-1500mm above floor level (see BS 8300 para 6.4.3 and figure 16 and Part M para 3.10).

Circulation Areas

- 2.9** Compliance with the recommendations of BS 8300 and Part M, particularly those requiring access for disabled spectators to all levels of a new, reconstructed or extended grandstand has considerable implications for the design of circulation routes within a stadium.

For example, not only must stadia designers and managers consider horizontal and vertical circulation routes for disabled spectators within a single stand, but also routes in upper levels of a stand must be carefully planned and managed to enable the safe access and egress of both non disabled and disabled spectators.

Vertical Circulation – Passenger Lifts

- 2.10** A conventional passenger lift should be provided as means of access for all users to all levels in a new building. However, Part M para 3.17 also recognises that in some existing buildings it may not always be possible to install a size of lift that would be suitable for use by all wheelchair users. If this is the case, passenger lifts or platform lifts conforming to BSEN 81-70: 2003 Part 70 (refer to Part 4, Appendix 2) should be provided for access to wheelchair viewing areas or ancillary accommodation including WCs, refreshment areas and executive/directors boxes.

Wheelchair users need sufficient time and space to manoeuvre into the lift and should be able to reach the controls on the landing, and also in the car itself.

Detailed dimensions as to cabin size, location and height of controls, door clearance width and clear waiting area outside lifts are given in BS 8300 (para 8.4.3 and Table 4).

BS 8300 (para 8.4.3) recommends that, for the benefit of people with visual impairments, a tactile indicator on, or adjacent to, lift buttons should be provided to confirm the floor level selected. Lift buttons should contrast tonally with the panel which should also contrast with the wall. Audible indicators should also be provided to inform passengers of the storey reached. Mirrors within the lift or areas adjacent to the lift can present a hazard for people with visual impairments.

Measures should be taken to ensure that disabled persons have time to enter or exit the lift without contact with closing doors and that there is signage on the opposite wall to the lift door to indicate the floor level. Lift car doors should also be clearly distinguishable from surroundings.

It is important to note that the design of a passenger lift may determine whether it may be used in the event of an emergency evacuation. For details of the design and usage of lifts for evacuation purposes, see section 'Vertical escape – evacuation lifts' (see 2.39).

BS 8300 states that platform lifts are only acceptable for a vertical distance of up to 2m unless within a proprietary lift enclosure. The provision of a fold down seat for ambulant disabled use is recommended (see BS 8300 para 8.4.4).

The new Part M states that wheelchair stair lifts should only be provided in existing buildings where it is not possible to accommodate a passenger or platform lift under the criteria listed above and provided its installation does not conflict with the requirements for means of escape on staircases. BS 8300 (para 8.4.5) gives the detailed requirements for stairlifts.

Vertical Circulation – Stairs and Ramps

- 2.11** Where internal stairs are provided for ambulant disabled use they should comply with the criteria in BS 8300 illustrated in figures 9 and 10 and the requirements for vertical escape.

In new build stands, or in major redevelopments of existing stands, it is recommended that small changes of level should be avoided as far as possible. Where this is unavoidable, limited use of ramps may be made. Where substantial changes of level are involved, ramps generally occupy considerable amounts of space because of the low pitch and frequent landings required to make them suitable for wheelchair users.

All ramps for both existing and proposed facilities should comply with the requirements of BS 8300 (para 8.2). The physical effort required of wheelchair users and helpers to negotiate long ramps, means that a passenger lift or platform lift is generally the appropriate form of vertical circulation for transferring between storeys. It should be noted that BS 8300 recommends that ramps should not be used for any rise greater than 2m (para 8.2.2). The revised PART M states that steps should be provided where the rise of the ramp is greater than 300mm.

Escalators are provided at a number of large stadia e.g. Twickenham, Cardiff and Old Trafford (Manchester) and are included in current designs that are on the drawing board. Alternative provision for passenger lifts and stairs for certain disabilities, however, should be included.

Horizontal Circulation within the Stadium

2.12 Although entry points should be kept separate (see 2.6), and vertical circulation routes clearly defined, designers should ensure that horizontal circulation routes can be shared without compromising safety for both disabled and non disabled spectators.

Corridors and passageways need to be wide enough to allow wheelchair users to manoeuvre, for other wheelchair users to pass and, where necessary, to turn through 180°. Within each storey to which wheelchair users should have access, under the criteria listed above, a minimum corridor width of 1.8m should be provided for two wheelchairs to pass, with an unobstructed minimum width of 1.0m at short localised restrictions i.e. ducts or columns. (see BS 8300 para 7.2 and figure 18 for the minimum dimensions).

The requirements for internal doors are generally similar to those for entrance doors and lobbies with a preferred door leaf clearance ranging from 800mm to 825mm depending on the angle of approach to the doorway (see Part M, table 2).

Space requirements for internal lobbies should follow Part M, paras 3.15 and 3.16.

Doors in corridors are required to have glazing panels to the same specification as entrance doorways.

It is recommended that for circulation areas in stadia, especially where there is a possibility of wetting, care should be taken to specify floor finishes in slip-resistant materials.

As is the case for all spectators, stadia circulation routes should be planned to minimise travel distances from entrances to seats, and from seats to refuges, evacuation lifts, toilets and refreshments.

To reduce the impact on spectators at pitchside areas, the optimum use of lateral gangways to entry/exit points should be applied. This would also limit the movement of non disabled spectators in front of wheelchair users and ambulant disabled spectators in the front rows.

Viewing Areas

New and existing stands will need to provide accessible viewing areas to all disability groups, including ambulant disabled spectators. These areas must be in adequate numbers located around the stadium and must be of appropriate viewing quality, to give all spectators a suitable range of viewing options. Provision and standards should be reviewed by management, disabled supporters and local disability groups on a regular basis.

2.13 Number of Spaces

For existing stands, the Green Guide simply states that 'it is recommended management provide spaces for people who use wheelchairs'. When considering the number of spaces, service providers will need to demonstrate that adequate provision has been made in their Access Statement or Strategy. Although the Football Task Force recommended that the Green Guide Table 4 is applied to existing stands, where this is impracticable it will be necessary to consult with supporters and local disability groups over compensatory provision elsewhere in the stadium and this may result in a requirement for extra spaces in new stands.

The Green Guide table 4 (illustrated opposite) gives the appropriate guidance on the minimum acceptable scale of provision of wheelchair spaces in newly constructed stands. Where permanent or removable seating is provided, allowance should be made for disabled spectators to have a choice of seating at spectator events. They should also be able to have access to, and the use of, all of the facilities provided within the stadium. Consultations with local supporters and disability groups should determine the appropriate number of spaces which may, in some instances, exceed the minimum criteria set out below.

Green Guide Table 4:

Seated capacity of newly constructed ground	Number of wheelchair spaces
Under 10,000	Minimum of 6 or 1 in 100 of seated capacity (whichever is greater)
10,000 to 20,000	100 plus 5 per 1,000 above 10,000
20,000 to 40,000	150 plus 3 per 1,000 above 20,000
40,000 or more	210 plus 2 per 1,000 above 40,000

Location of Viewing Areas

2.14 BS 8300 para 11.3.1 highlights the preference for providing wheelchair users with “a range of vantage points”. It is therefore recommended that areas for disabled spectators should, where possible, be dispersed throughout the stadium to provide a variety of locations at different levels and for various prices.

When siting viewing areas, it is recommended that:

- Clubs will need to demonstrate through an access audit a strategy for the provision of adequately dispersed viewing areas and support accommodation.
- Viewing areas should be accessible to and used independently by spectators with disabilities with the minimum of assistance.
- Designated viewing areas should be provided for both home and away spectators.
- Management should make available clear advice on the location of disabled facilities and wheelchair spaces to away spectators who may be visiting the stadium for the first time.
- Spectators who use wheelchairs should not be located in areas that may make them feel isolated from spectators in the main body of the stand.
- Access should be available to different areas of a seating deck for ambulant disabled.
- Designated viewing areas should be included in any ‘family’ areas within a stadium.

Quality of Viewing Spaces

2.15 Provisions relating to spectator seating are as follows:

- Wheelchair users should be able to manoeuvre easily to a space that allows them a clear view of the event.
- Wheelchair users should be provided with a choice of sitting next to a disabled or non disabled companion (BS 8300 para 11.3.1).
- Some seats should be located so that an assistance/guide dog can accompany its owner and rest in front of, or under, the seat (Part M, para 4.12).

Prefabricated, temporary or demountable stands all come under the same criteria as conventional construction and need to satisfy the same criteria for numbers, dispersal and viewing quality for disabled spectators. If these criteria cannot be achieved within the stand, alternative and satisfactory provisions may be acceptable.

Although an individual wheelchair place can be provided by a clear space with a width of at least 900mm and a depth of at least 1400mm, it is recommended in the Green Guide that each designated place should ideally measure 1400mm x 1400mm to allow space for one helper per wheelchair space to sit alongside in a fixed or removable seat.

Designated wheelchair spaces may be those which are kept clear or which can be easily provided by removing seats (see Section 'Flexible viewing areas'). Some spaces should be provided in pairs, with standard seating on at least one side (Part M, para 4.12).

Designers are advised to pursue an enlightened and flexible approach. This is particularly important in view of the potential numbers of disabled people who may wish to attend football matches.

Viewing Areas for Ambulant Disabled Spectators

2.16 Although ambulant disabled spectators represent the larger proportion of spectators with disabilities there is no established guidance on the scale of provision, the location of areas or the design of individual viewing spaces. It is, however, essential that a reasonable approach is taken to determine the quality, numbers and dispersal of seated accommodation to the design standards set out below.

Ideally, Table 4 (see 2.13) should be used to determine the minimum proportion of seated accommodation for ambulant disabled in the whole stadium. Management, access consultants and designers should demonstrate that they have determined the design requirements in their access plan by consultation with local disability groups and disabled supporters. The provision should be reviewed regularly.

A reasonable approach should be taken in existing stands, i.e. it may be appropriate to set aside seats at the end of rows or the front tier or to design entire rows to a higher standard. Each seat should be identified by the management. Ambulant disabled spectators may prefer not to sit in areas intended primarily for wheelchair users and their helpers. It may also be appropriate to identify areas to be used by some ambulant disabled spectators (and their helpers) which are close to vomitories whilst retaining a choice of viewing positions elsewhere in the stadium.

A flexible layout and management approach will be particularly helpful for spectators with visual impairments and also with assistance dogs.

It is recommended that some ambulant disabled seating areas are situated where there are few steps to negotiate, and that some are provided where the rake of the seating tier is not more than 20 degrees. Where the rake is greater, it is advisable to consult with the local authority on the provision of handrails on radial gangways and to ensure that the steps are designed to comply with the recommendations of BS 8300 and the Green Guide.

If seats are fitted with armrests they should be removable, extra width and extra legroom. Although the Green Guide recommends at least 500mm seat width and 760mm row depth for seated areas, management and their designers will need to agree appropriate dimensions with local disability groups. Seating row depth should be available for those who have difficulty in bending their legs (although this may be achieved by the temporary removal of the seat in front, safety barriers may still be required which may affect sightlines). 'Premium seating rows' often provided for Directors etc may be suitable for this purpose. These seats should be easily identified with vandal-proof markings.

Wheelchair storage space should also be provided within reasonable distance, for those who prefer to transfer from their wheelchairs to a seat.

Consideration should be given to the care of assistance dogs during a match. Management should ensure that the ticketing system allocates spaces that do not allow dogs to obstruct gangways.

Sightlines

- 2.17** Sightlines should be such that all spectators have a clear view of the game to the edge of the pitch, unobstructed by persons in front, by roof stanchions or by other obstructions.

The provision of areas located around the stadium designated for spectators in wheelchairs has implications for the sightlines of both disabled spectators and other spectators seated or standing nearby. The following paragraphs and Diagrams 1 – 6 explain the advantages and disadvantages of various viewing locations, and how sightlines are affected.

Sightlines require particularly careful attention, as some wheelchair users cannot lean forwards or sideways in their seats or turn their heads like non disabled spectators.

Nor should it be forgotten that wheelchair users cannot stand up to avoid having their view blocked. BS 8300 para 13.7.2 states that 'any wheelchair seating area should be designed so that spectators in wheelchairs can still see the event when located behind standing accommodation or where people in front may stand up'.

The quality of sightlines is defined in 'C' values. This is the vertical measurement from the eye level of the person in front to the sightline from the eye level of the person behind. Calculating 'C' values can be complex and must be undertaken by a competent person. (In this instance, a competent person must understand 'C' values and the wider issues of viewing quality). Care should be taken in considering the average eye level height of a person using a wheelchair, which is 1.155m. The average height of a person standing in front is 1.74m. (Source; New Metric Handbook, see Section 4 Appendix 2). Although sitting positions in wheelchairs vary considerably, NADS recommend that the average position could be measured in line above the centre point of the wheels.

The accepted formula for sightline calculation is as follows:

$$C = \frac{D(N + R) - R}{D + T}$$

Where:

C = The 'C' value

D = The horizontal distance from the eye to the point of focus

N = The riser height

R = The vertical height to the point of focus

T = The seating row depth

It is generally acknowledged that an acceptable viewing standard is obtained with a 'C' value of 90mm or above for all new stands. Only under exceptional circumstances can a 'C' value of less than 90mm be considered acceptable e.g. where the recommended maximum viewing distance to any part of the pitch may be exceeded. For further information on how to calculate sightlines and 'C' values see the [Green Guide](#).

It is also acknowledged that at exciting moments during an event some seated spectators will stand. This can affect the quality of view of those in wheelchair spaces behind.

In order to create an acceptable viewing standard for those in wheelchairs, an increased height riser, or 'Super riser', will be necessary, which may be in the order of several times the height of a normal stepping riser. The National Association of Disabled Supporters (NADS) recommends a minimum elevated position as illustrated in Diagram 1, '**Sightlines for Wheelchair Users Diagram**' which allows a person in a wheelchair to see the playing surface over any people standing in the row directly or diagonally in front. NADS' preferred minimum increased riser height is 1200mm. However, the calculation of sightlines is a very complex issue and not a case where 'one size fits all'. If a lower riser is proposed, designers must demonstrate that an acceptable viewing standard, as defined in the above paragraphs, can be achieved. The key issue is that spectators in wheelchairs must have a clear view of the whole pitch at all times, especially when seated spectators directly or diagonally in front stand up.

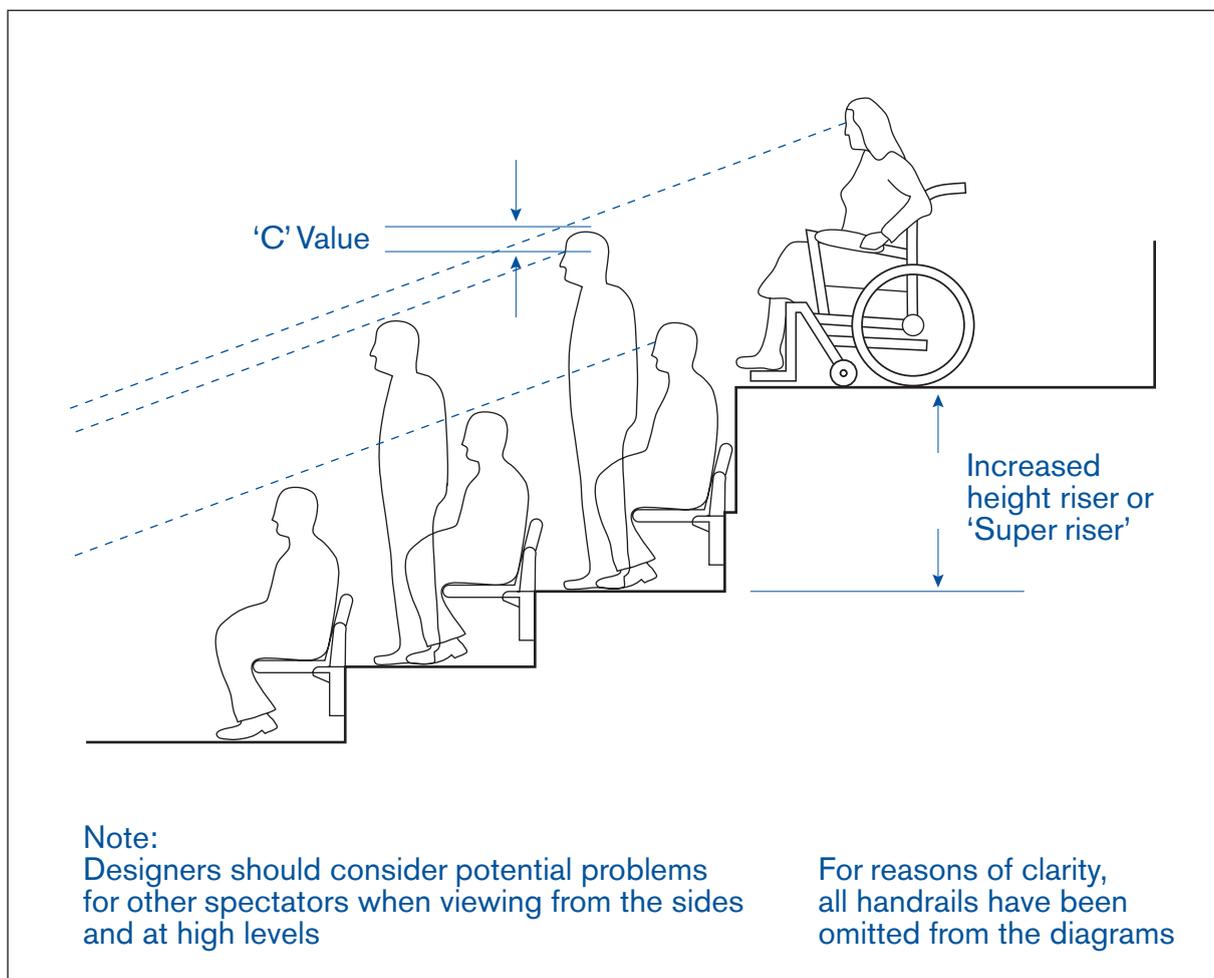


Diagram 1: 'Sightlines for Wheelchair Users' (Illustrative purposes only)

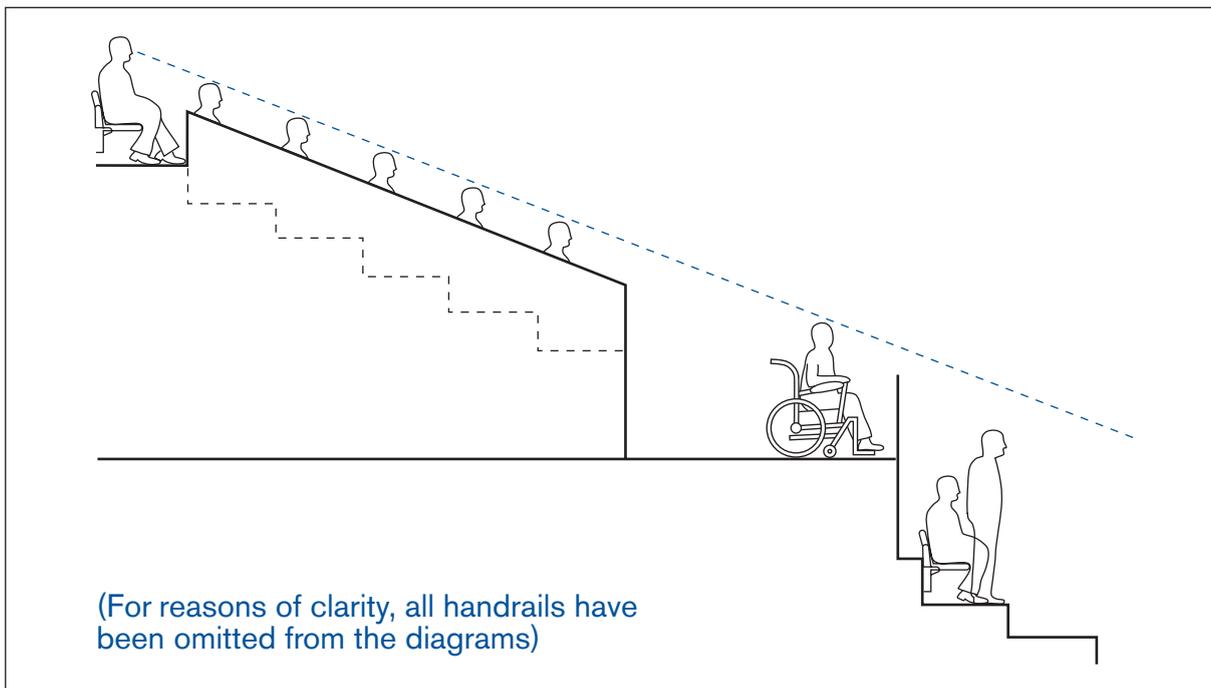


Diagram 2: 'Wheelchair and helper spaces in mid-tier, front of vomitory' (Illustrative purposes only)

It is also important to note that the helper seated adjacent to the wheelchair user should enjoy at least the minimum 'C' value with spectators standing in front.

Conversely, sightlines of non disabled spectators behind and to the side of disabled persons' areas need to be considered to ensure that their sightlines are not unduly affected by wheelchair users and their helpers. See Diagram 2. For more guidance on sightlines and possible layouts, see Diagrams 3 – 6.

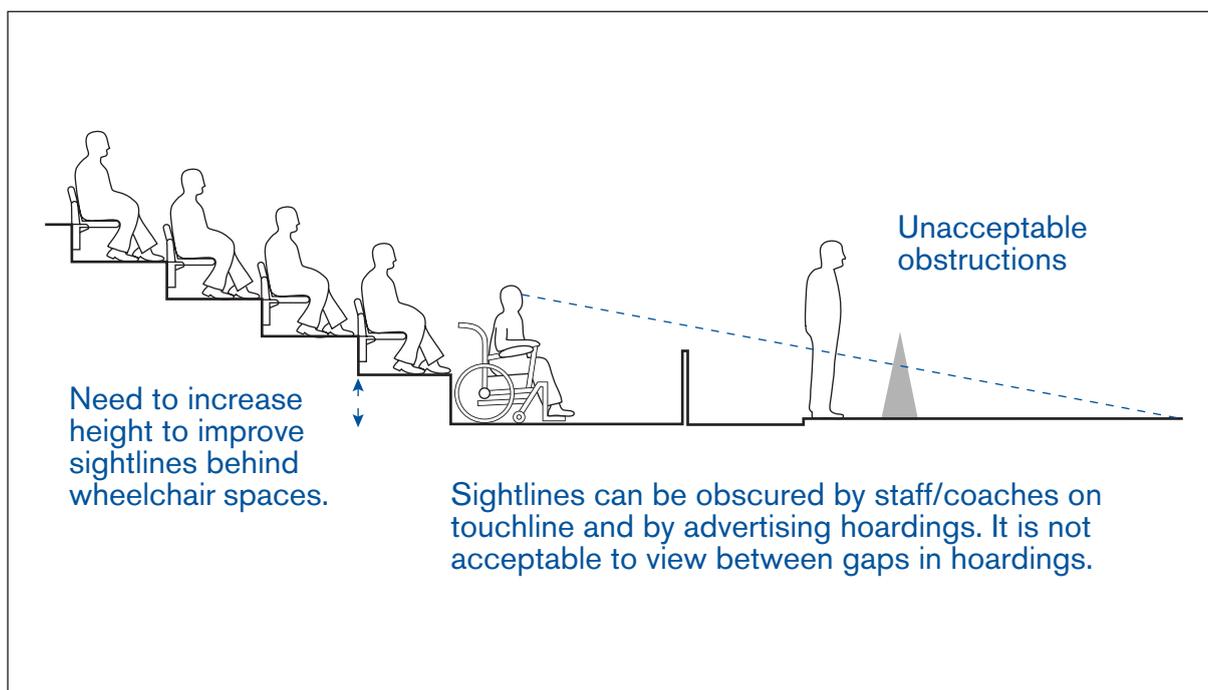


Diagram 3: 'Sightlines from pitch level viewing areas'
(Illustrative purposes only)

Pitch Level Viewing Areas

2.18 One of the principal requirements of BS 8300 is that disabled people should have access to any storey of a new non-domestic building. In the context of stadia, this means that spectators with disabilities should gain a far greater choice of viewing location than before.

Although it may be appropriate to provide pitch level viewing as well as accommodation within the stands, stadia managers will need to ensure that these areas have adequate access to other facilities including WCs and refreshments. It is recommended that no more than 25% of wheelchair spaces in totality should be at pitchside. In addition, visually impaired spectators may wish to be located at pitch level to experience the sounds of play and activity on the pitch. Proximity to the pitch will also benefit spectators with limited vision. Locations behind dugouts and the areas behind goals up to the 18-yard line should be avoided. Although the Football Task Force recommends the provision of covered pitch-side areas it should be noted that this may interfere with sightlines for spectators behind and a preferred arrangement may be to raise the seating rows behind. This could have the effect of raising the height of the whole stand and may be costly.

Staff, players' and coaches' dugouts and advertising hoardings can obscure sightlines at pitch level. Wheelchair spaces and those likely to be used by blind and partially sighted spectators should not be in locations where obstructions are likely to occur during an event. To avoid this, pitchside viewing should not be located close to the UEFA defined 'technical area' with seats for staff/coaches. Alternatively, these can be located in the front seating rows. See Diagram 3.

It should always be remembered that spectators in wheelchairs are less able to adjust their viewing position to see around or over viewing obstructions.

Elevated Viewing Areas

- 2.19** Although viewing areas above pitch level are often preferred by spectators with disabilities, BS 8300 (para 13.7.2) states clearly that they should be provided with a choice of vantage points. These should be distributed around the stadium and provided with easy access to toilets and refreshment areas.

Upper tier positions for disabled spectators were often deemed inappropriate because it was considered that safety was compromised by the elongated access routes. Compliance with BS 8300 in the provision of access for disabled people to any level of a new non-domestic building means that this attitude is no longer acceptable. In locating wheelchair spaces at upper tier levels around the stadium designers should note that the Green Guide recommends that the maximum acceptable viewing distance to any part of the pitch for any spectator is 190m.

Elevated viewing positions are generally preferred by disabled spectators and can offer better protection from the elements. These may be offered at positions B, C or D as shown in Diagram 4. Sightlines should not be compromised by overhanging tiers or roofs.

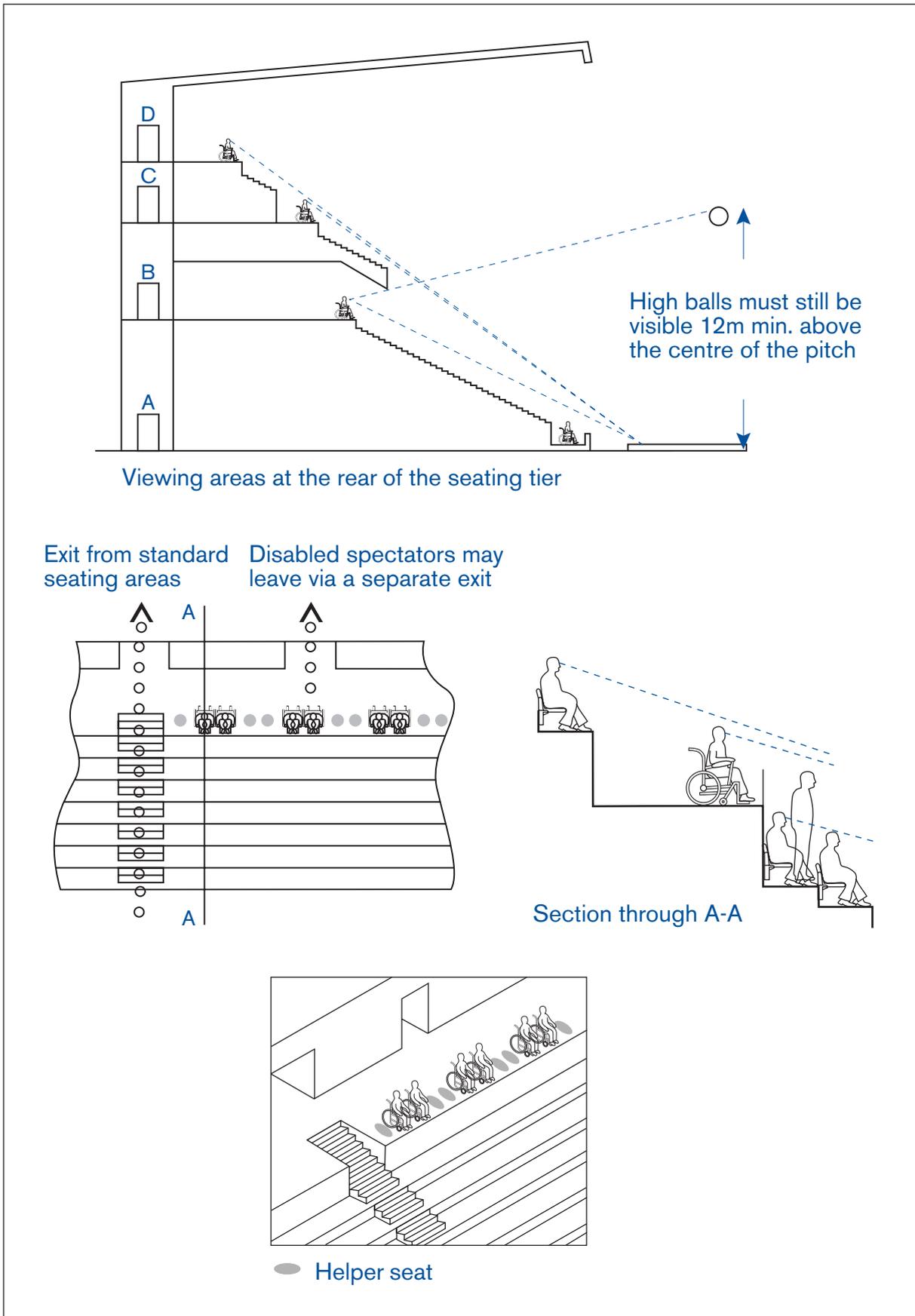


Diagram 4: 'Sightlines from elevated viewing positions' (Illustrative purposes only)

Locating the viewing area for wheelchair users at the rear of a seating tier could represent an ideal solution in several respects. It provides perfect sightlines, without any detriment to the sightlines of others. It is easily accessible and is particularly suitable for emergency escape. Most importantly, it presents the designer with the opportunity to extend the viewing area horizontally for as far as is necessary to accommodate the number of wheelchair spaces required.

In a multi-tier stand, a position to the rear of the lower tier is convenient for wheelchair users for a number of reasons as illustrated in Diagram 4 'Sightlines from elevated viewing positions' and lift access to such a position may also be relatively easy to achieve. Some grounds may have a topography that allows effectively 'ground level' access to the rear of the upper levels of stadia.

Moreover, safety should be ensured by the need to satisfy Part B (Fire Safety) of the Building Regulations and the Green Guide. Designers must therefore be prepared for the need to provide upper tier viewing areas for disabled spectators from the outset of a building project, notwithstanding the inevitable expense involved in providing lifts, toilets and refreshment areas at the top level of a stand.

Designers should be aware of the impact on sightlines for wheelchair users that handrails might have on elevated platforms. It may be possible to negotiate an omission or reduction in the requirement for handrails with the local authority. Where they are still required, it is recommended that clear non-reflective safety glass is used and kept clean, to allow a clear view.

Flexible Viewing Areas

2.20 Additional wheelchair spaces may be provided by removing seats as long as they are always in pairs and adjacent to fixed seating for helpers. Space standards and access to all facilities must be the same as for permanent wheelchair spaces.

This flexibility may be a crucial consideration for clubs in their efforts to achieve the scale of provision in this guideline.

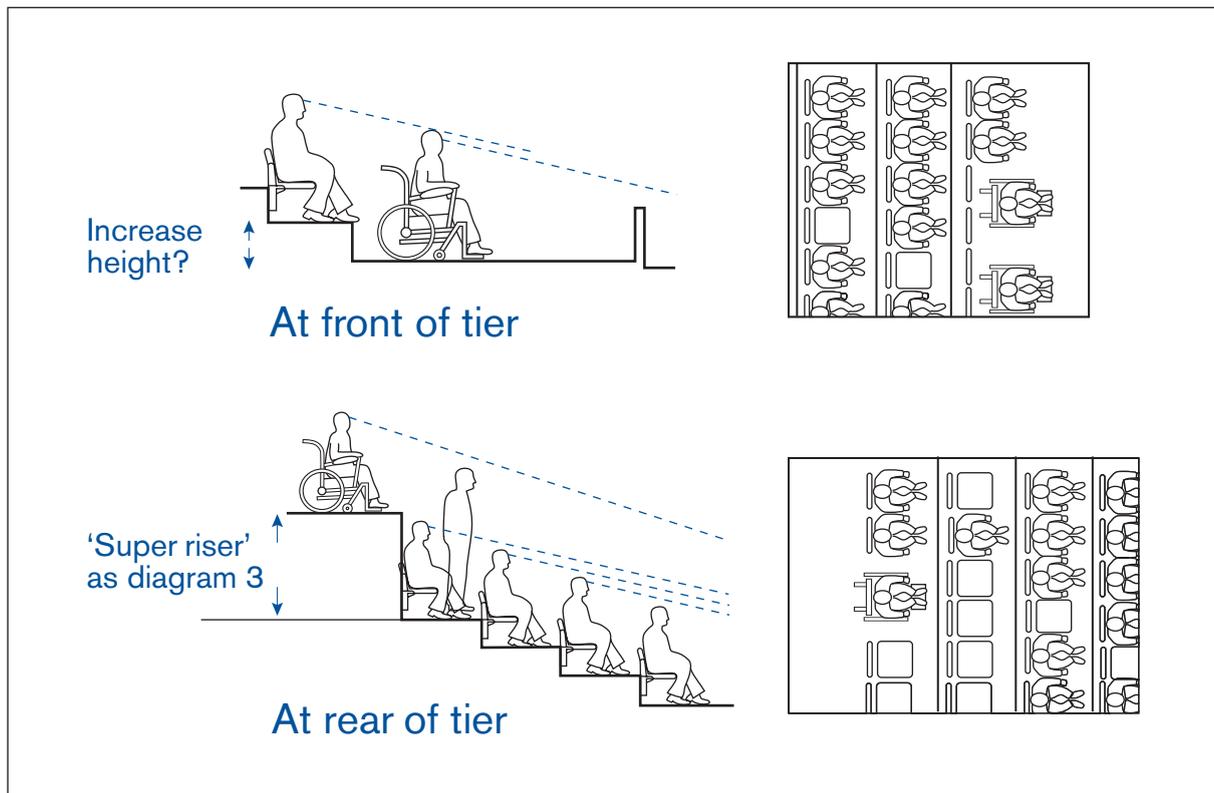


Diagram 5: 'Flexible viewing areas' (Illustrative purposes only)

When viewing areas are not required by spectators with disabilities, it may also be considered acceptable to install some drop-in or folding seats (not loose seats) which will allow their use by non disabled spectators. See Diagram 5 'Flexible viewing areas'. In this arrangement two adjoining fixed seats in the front row of the lower tier are unused and the wheelchair user simply occupies the space. It is important to note that the wheelchair user's head may be on average between 40 – 60mm higher and 200 – 300mm further forward than spectators sitting in fixed seats. The rows behind may need to be increased in height to compensate. Where the wheelchair space is similarly provided in the back row, the height of the row will need to comply with Diagram 5 in order to provide adequate sightlines.

However, it should be recognised that as tickets should be made available to all up to and after kick off there will still be a need for a reasonable allocation of wheelchair spaces at all times.

Because access and circulation would still have to be provided for the maximum number of wheelchairs that the area might accommodate, it may be most appropriate to site such flexible viewing areas at the front or the rear of a seating tier. In these positions, generous circulation widths are more easily accommodated. However, designers should take into account the NADS recommendation for elevated viewing and the use of 'Super risers', as illustrated in Diagram 1 'Sightlines for Wheelchair Users'.

Note, however, the implications for sightlines when positioning wheelchair users at the front or rear. See Diagram 5 'Flexible viewing areas'. Designers will also need to consider that there may also be an increase of forward crowd spillage causing greater risk to wheelchair users.

Mid-tier Viewing Areas

2.21 Viewing areas for wheelchair users in the middle of seating tiers raise a number of issues for designers and stadium management teams. Diagrams 2 and 4 illustrate some of the design and sightline issues including an illustration of unsatisfactory sightlines in Diagram 6 'Unsatisfactory sightlines from mid-tier viewing locations'. Some of the issues to be considered by designers are listed in brief below.

The height of vomitories. If access from the concourse area to the spectator accommodation is level (thereby providing convenient access for wheelchair users), maintaining the correct height of the vomitory may take up more space in the seating tier.

A viewing platform for wheelchair users directly in front of a vomitory provides excellent sightlines for disabled spectators. This has to be balanced against the potentially adverse effect on diagonal sightlines for other spectators seated behind or adjacent.

A good solution may be to provide a continuous horizontal platform along the length of a stand (see Diagrams 2 and 4), avoiding any obstruction to diagonal sightlines. These platforms may be ideal for fitting with removable seating for added flexibility.

ACCESSIBLE STADIA

If egress routes are shared with non disabled spectators, the stadium management must ensure that staff are trained to prevent safety conflicts in an emergency escape situation.

Clubs and their disabled spectators may decide that locating designated spaces for ambulant disabled and wheelchair users at several points within a stand offers the necessary variety of viewing options.

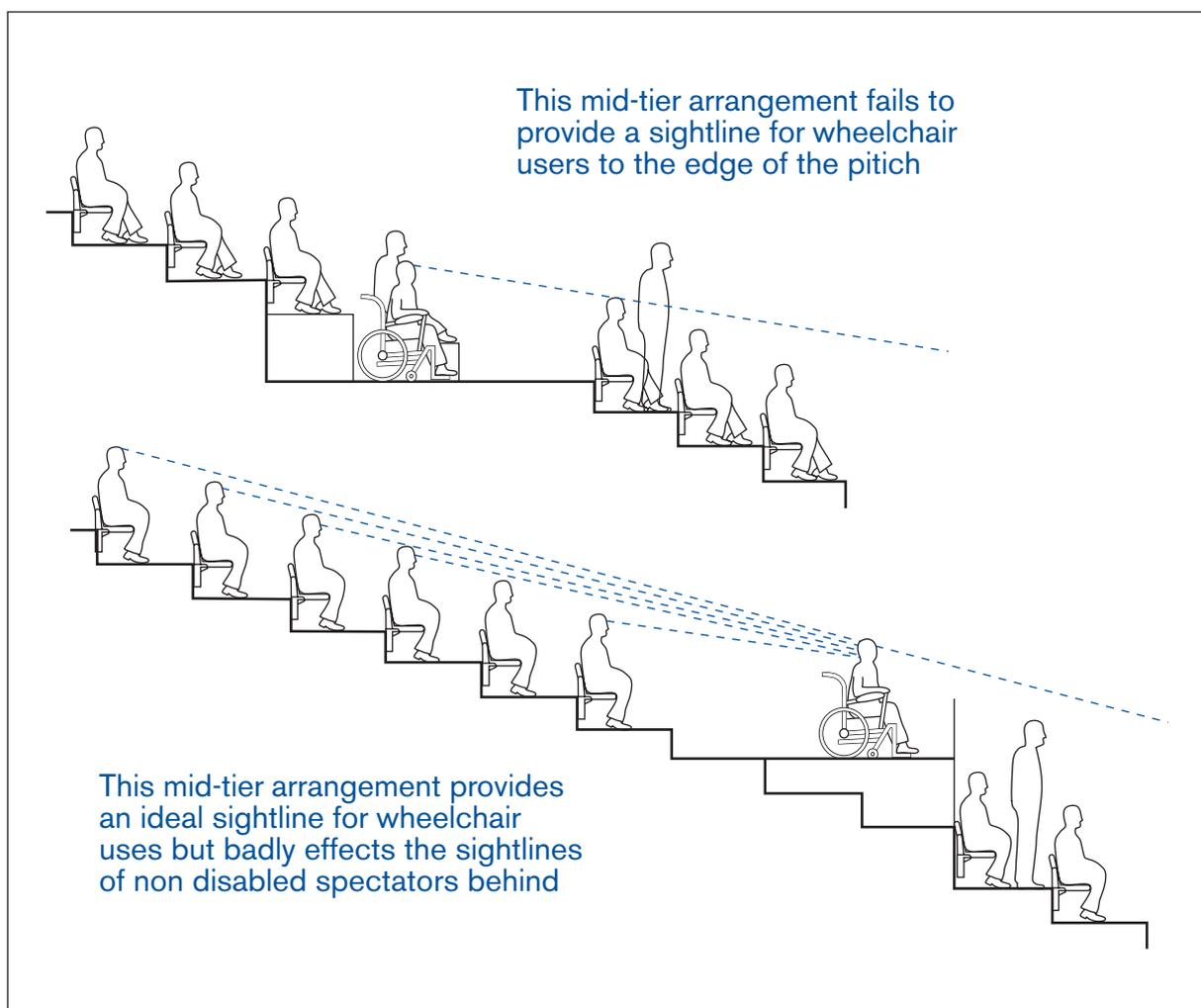


Diagram 6: 'Unsatisfactory sightlines from mid-tier viewing locations'
(Illustrative purposes only)

Fully Enclosed Viewing Areas

2.22 It is recommended that the choice of accommodation for disabled spectators should include fully enclosed and heated areas, which are likely to be popular with older spectators and wheelchair users who may be particularly vulnerable to the cold.

Such enclosures may be freestanding or integrated into the structure of a stand – for example, placed amid a row of executive boxes or lounges.

Where possible, fully enclosed facilities should have opening windows to allow flexibility and combat overheating in summer months (however, in certain circumstances, local authority safety teams may not permit the provision of opening windows because of the need to ensure fire protection).

Whichever arrangement is adopted, the design of the enclosure should permit easy access for window cleaning and ensure that wherever possible the windows are protected from rain and direct sunlight. The glass should be non-reflective and suitably marked. The facility should be able to receive audio description for blind and partially sighted spectators.

Standing Accommodation

2.23 Disabled spectators are entitled to gain access to standing areas in existing or new stadia. The Green Guide and BS 8300 make provision for seated areas only. There are particular issues to resolve for wheelchair users and other spectators with disabilities.

Many stadia contain large areas of standing accommodation and there could therefore be an imbalance between the numbers of wheelchair spaces at an all-seated venue and a venue with mainly standing areas.

The Football Task Force identified the need for visiting spectators to be able to sit in a wheelchair in an away standing area.

In new stadia, designers should demonstrate that all of the criteria for dispersal (see 2.14), adequate sightlines (see 2.17) and access generally are met. Note that wheelchair spaces must be level, in accordance with BS 8300 para 11.4.3. In existing stadia, a reasonable approach should be adopted.

Designers will need to demonstrate that the feasibility of providing access to existing standing accommodation has been adequately explored. In doing this it will be necessary to consider how to adapt existing stands to meet the required standards without compromising sightlines for standing spectators.

Alternative Events

2.24 When siting viewing areas and facilities for disabled spectators, stadium managers and designers should consider the viewing implications when other events take place such as pop concerts, boxing matches or religious events. Provision of spaces for ambulant disabled or wheelchair users should be agreed with the local disability groups and event organisers.

For example, a viewing area located at one end of a ground might be rendered unusable by the erection of a temporary stage in front of it for a music event.

Supplying Match Commentaries to Viewing Areas

2.25 It is recommended that a match commentary be provided for spectators with visual impairments with provision for a headphone socket connection to designated seats and/or wheelchair spaces. Consideration should also be given to the provision of radio or audio induction equipment to relay commentary to any person equipped with a necessary earpiece or receiver. It is also recommended that professional commentators are used rather than volunteers.

For more information on providing match commentaries for people with visual impairments, contact the Royal National Institute of the Blind (Part Four, Appendix 3).

Toilets for Disabled Spectators

2.26 Location and Types

Disabled people should be able to find and use appropriate sanitary accommodation as easily as non disabled people. See BS 8300 para 12.4 and Part M, Section 5 for the recommended standards of provision.

It is recommended that suitable toilets should be dispersed around the stadium and located as close to areas for disabled spectators and staff as possible, and should be clearly identified with appropriate signage.

In assessing the quantity of facilities required, designers should consider the time a disabled person may take in using a WC and whether there is sufficient capacity during peak demand i.e. half time or full time. The National Association of Disabled Supporters (NADS) recommends the provision of one accessible WC per 15 wheelchair spectator spaces. WCs should be located as close as possible to the disabled seating area and the horizontal travel distance from viewing areas, even if accessed via a lift, should not exceed 40m (Part M, para 5.10). Even where access does not require the use of a lift, travel distances should be kept to a minimum for the benefit of disabled visitors who are unfamiliar with the arrangements within a stadium.

Sanitary accommodation should be provided in two ways:

- Unisex facilities, in the form of self-contained cubicles with direct access from circulation areas. It is recommended that these facilities are located such that the doorways (opening outwards) do not obstruct circulation routes and offer a degree of privacy to the users. These facilities should include additional space for a pull down baby change facility at an accessible height for parents in wheelchairs.

Cubicles integral to the main, single-sex toilet accommodation. At least one cubicle for ambulant disabled should be provided within each single sex washroom in addition to any unisex facility. These have the advantage of providing additional space for parents with small children and it is recommended that additional space is provided for the inclusion of a pull down baby change facility at an accessible height. Additional cubicles of intermediate size as suggested in the Selwyn Goldsmith publication 'Designing for the Disabled' in diagrams 6.7.15, 6.7.16 and 6.7.18 could also be considered to increase the range of provision.

Part M para 5.8 states that wheelchair accessible unisex cubicles should be provided and these have a number of practical advantages.

- They are easily identified and are more likely to be available, and permit assistance by a companion of the opposite sex.
- They are also less demanding on space than integral provision, which would have to be duplicated to achieve the same level of provision for both sexes.
- Some disabled spectators may need to use the toilet more frequently than others. This makes it desirable that accessible toilets are not made generally available to non disabled spectators.

2.27 Design and Accessibility

If these facilities are left unlocked, some degree of control by stewards or key/pass may be necessary to prevent use of disabled facilities by non disabled spectators and other stadium personnel.

The Royal Association for Disability and Rehabilitation (RADAR) operates a National Key Scheme, which offers a potential solution to this issue but this may restrict access to facilities for disabled spectators without keys.

Guidance on how to achieve the necessary wheelchair manoeuvres to transfer onto the WC, to have facilities for hand washing and drying within reach from the WC, and to have space to allow a helper to assist in the transfer from WC to wheelchair is provided in BS 8300 para 12.4.

It should be noted that wheelchair users need to be able to transfer from their wheelchairs to the toilet from different angles, according to their disability. Where more than one WC compartment for wheelchair users is available, BS 8300 (para 12.4.3.1) recommends that both left and right handed transfer layouts should be provided. It is recommended that signs on the doors should indicate which is which.

BS 8300 (para 12.4.12) states that colour schemes should incorporate contrasting colours and tones for fixtures and fittings. For example, a black toilet seat is preferable to white where the bowl is also white.

Detailed diagrams showing the design of toilets for disabled people can be found in BS 8300 figures 55 – 59 and Part M.

2.28 Toilets for Ambulant Disabled Spectators

At least one WC compartment designed for ambulant disabled people should be provided within each single-sex toilet area. The compartment should be fitted with support rails and be of sufficient space to accommodate people who use crutches or otherwise have impaired leg movements.

Urinals have appropriate support rails and adequate space.

Dimensions for toilets for ambulant disabled people are illustrated in BS 8300 figure 60. Management should consider measures to prevent inappropriate use of such facilities by non disabled spectators.

For toilets serving seating areas the use of tactile signage (male/female symbols in relief) will assist blind and partially sighted spectators.

2.29 Toilets in First Aid Posts

Toilets which are incorporated in the design of new first aid posts should be accessible to disabled people independently and should not conflict with the function of the unit.

Where existing first aid posts are being modernised and upgraded, a suitable toilet should be provided either within or close to the first aid room.

Refreshment Facilities for Disabled Spectators

2.30 Refreshment Outlets

The design of all refreshment facilities, including self service outlets, should take account of the fact that disabled people should be able to visit them, independently or with companions (Part M para 4.13).

Refreshment outlets should be located as close to viewing areas as possible, with counter areas positioned such that general circulation routes are not impeded by any resultant queues. It should be noted that disabled spectators may experience difficulties in using both toilet and refreshment facilities during the limited time available at half time, when circulation areas are at their most congested. It is recommended, therefore, that clubs provide a refreshment order service for disabled spectators (see Football Task Force report and Leaving the Trackside). This service should be performed by trained stewards or volunteers, and caterers should be prepared to deal promptly with collective orders.

Where appropriate, counters should be designed with a lower section for wheelchair users at a level not more than 850mm above the floor, with a clear space beneath at least 700mm above the floor.

Caterers should also be prepared to provide suitable scald-proof cups and utensils for use by disabled spectators, if and when requested.

The access plans provision and arrangements should be reviewed by management on a regular basis with disabled supporters and local disabilities groups.

2.31 Restaurants and Bar Areas

Standards and requirements for accessibility to restaurants and bar areas are given in BS 8300 Chapter 11 'Assembly Areas' and Part M Section 4. Reference should also be made to Section 1.13 of this publication and to the needs of people with impaired vision.

All bars and service counters should be designed so that they can be reached and used by all people including wheelchair users. The accessible part of the working surface of a bar should be at a level of not more than 850mm from the floor with a clear space beneath at least 700mm above the floor. This can be achieved by providing level access and removable seating, or no seating at all, to accommodate the wheelchair users.

Table legs or bases should be set in from the table edge to allow for the approach of wheelchair users. A proportion of seats with armrests, or other aids to sitting and rising, should be included for ambulant disabled people.

Public telephones, where installed, should be accessible to disabled people in accordance with BS 8300 (see para 10.4 'Public telephones') and Part M Section 4.

Directors' Boxes, Executive Boxes, and Hospitality Suites

2.32 Existing stadia with facilities for Directors, Hospitality Suites and Executive Boxes should through the access audit process seek to ensure these facilities are made accessible.

Accessibility and location of toilets, arrangements for spectating, catering, car parking and access routes should also form part of this overall approach.

New stadia projects that include these types of facilities can take full account of these requirements and ensure that fully accessible facilities are included in the client brief and through each design, statutory approvals and construction stage.

Retail Outlets and Other Commercial Activities

2.33 Most existing stadia and football clubs have retail shops that sell club marked kit and memorabilia and sales have become an important and valuable source of income. A number of stadia have museums and conference facilities and these facilities are often open on non-match days. Parking, access routes to and from these facilities should be considered and included in any access audit and effective and reasonable adjustments made in respect of DDA. New build projects will be able to take account of these requirements and fully accessible facilities achieved through the client brief, design, construction and statutory approvals stages.

Press and Media

2.34 Accessibility for press and media accredited staff with disabilities should be provided, including viewing and post match interviews: Media Centres may also need to provide access facilities for disabled sports men, women and young people, should a disabled sports event be held at the stadium.

Leaving the Stadium

One of the major issues raised by the dispersal of viewing areas for disabled spectators around a stadium concerns the design and safe management of exit routes. Designers should take account of the fact that although spectators may not arrive together, they will leave the ground simultaneously and this will represent the peak usage. Some of the critical points are covered in the following paragraphs:

Exit Routes

- 2.35** Whilst this publication and other references recommend the provision of designated areas in different parts of the stadium, each area, wherever possible, should have its own entry and exit routes. However, much will depend upon the design solution, scale of provision and safety plan.

Normal egress may simply be the reverse of the arrival route.

Safety procedures should be sufficient to avoid confusion and conflict between disabled spectators and non disabled spectators during the course of both normal egress and emergency evacuation.

Emergency Evacuation – Sources of Guidance

- 2.36** Having provided access, it is essential to consider practical measures for the evacuation of disabled spectators from stadia in emergency situations.

This subject is covered in the Approved Document Part B (Fire Safety) of the Building Regulations. This Approved Document makes reference to BS 5588 Part 8 and also to the Green Guide.

In BS 5588 Part 8 designers are recommended to provide refuges of suitable area to accommodate known numbers of wheelchair users and to subsequently plan for their evacuation from upper or lower levels by means of suitable lifts or management procedures agreed with the local authority and fire service.

The Green Guide clearly indicates that stipulated safety measures should not be construed in such a way as to place undue restrictions on disabled people.

- It also recommends measures to help people find their way, which, in the context of an unfamiliar environment, are essential for all people, not only those with impaired vision or colour perception.
- Similarly, the Guide recommends information systems for those with impaired hearing.
- Those with impaired mobility should have a choice of more than one ingress/egress.
- It is recommended that disabled people are accommodated on all levels other than the ground level without prejudicing their safety, or the safety of others. (The Green Guide merely states that 'consideration' should be given to this).

Horizontal Escape

2.37 Traditional fire safety arrangements rely on the protection of escape routes, the provision of fire warning tones or signals, and the independent capability of people to use steps and stairs for egress.

This is clearly inadequate for some disabled people, but satisfactory assisted escape can be achieved in stadia by the use of appropriate fire resisting construction and a comprehensive system of escape management agreed with the local authority and fire service.

Typically, this system may begin with a two-stage warning as described in the paragraph 'Fire and Emergency Warning Systems' (see 2.44).

Refuges

2.38 A refuge is an area separated from fire by fire-resisting construction of at least half an hour standard, and provided with a safe route from the relevant storey, via a protected stairway or external escape route, to the final exit. It is a temporarily safe space for a disabled person to wait for an evacuation lift or assistance up or down stairs, and it must be large enough to accommodate the maximum number of disabled people anticipated at a given level. It is recommended that communication from each refuge to fire control is possible to prevent wheelchair users being left during an emergency.

A refuge can be provided:

- By a compartment of the building which is separated from the compartment containing the fire source.
- By a protected lobby, corridor or stairway, with sufficient space for wheelchair users to manoeuvre and wait to be evacuated, without having an adverse effect on the flow of persons escaping.
- BS 5588: Part 8 states that a refuge may also be provided by 'an area in the open air such as a flat roof, balcony, podium or similar place which is sufficiently protected (or remote) from any fire risk and provided with its own means of escape'.

It may be possible to argue that, under these criteria, the whole of a concourse in a non-combustible stand, with immediate access to escape stairs and evacuation lifts, would constitute an effective refuge. In such a case, potential fire sources, such as food kiosks, would have to be fitted with automatic fire shutters with at least half an hour fire resistance for both integrity and insulation. To avoid unnecessary risk, however, it is also recommended that clearly marked areas within the concourse are designated as refuges and are located away from any potential sources of fire and smoke.

Vertical Escape – Evacuation Lifts

2.39 A lift provided for passenger use in the normal operation of the building may only be used for evacuation purposes if it is provided with the safeguards required for an evacuation lift. While BS 5588: Part 8 does not recommend that evacuation lifts (as opposed to passenger lifts for access) need necessarily be provided in all buildings, such lifts reduce the need to provide physical assistance for the evacuation of disabled spectators by staircases. In stadia, therefore, evacuation lifts are likely to be a practical necessity to ensure rapid escape for disabled people, particularly wheelchair users. Unlike a normal passenger lift, it is essential that a lift, which is to be used as a means of evacuation for disabled people should be able to continue to operate with a reasonable degree of safety when there is a fire in the building. This is only possible where suitable safeguards to the lift's engineering system and the lift shaft's construction exist. The relevant design recommendations can be found in BS 5655. However, even with these safeguards, the lift may still fail. It is crucial, therefore, that having reached a refuge at an evacuation lift, a disabled person can gain access to a stairway to be used as a last resort, should the conditions in the refuge become untenable. An evacuation lift with its associated refuge should therefore be located adjacent to a protected staircase designed such that wheelchairs and their occupants can be carried down, if necessary.

A firefighting lift (which is provided principally for the use of the fire service in fighting fires) may be used for the evacuation of disabled people. Arrangements can be made by the stadium management to initiate this evacuation by assuming control of these lifts up until the arrival of the Fire Service, which will then continue the evacuation of disabled people who have not completed their evacuation. Such lifts should comply with BS 5588 Part 5, so that they also satisfy the requirements for evacuation lifts.

Liaison with the relevant fire authority to coordinate procedures for the use of a firefighting lift for evacuation purposes is essential. Evacuation lifts should be clearly indicated, with signage on every floor level.

Detailed recommendations for the safeguarding of evacuation lifts can be found in BS 5588 Part 8 and BS 5655. General points to note are as follows:

- An evacuation lift should be situated within a protected enclosure consisting of the lift well itself and a protected lobby at each storey served by the lift. The protected enclosure should also contain an escape stair.
- Except for lifts serving two storeys only, evacuation lifts should be provided with a switch, which brings the lift to the final exit storey (usually ground level), isolates the landing call buttons and enables an authorised person to take control. See BS 5588: Part 5 for details.
- The primary electrical supply should be obtained from a sub-main circuit exclusive to the lift. It should also have a secondary supply from an independent main or emergency generator and an automatic switch to change over from one to the other.
- Any electrical substation, distribution board or generator supplying the lift should be protected from the action of fire for a period of not less than that of the enclosing structure of the lift shaft itself.

Vertical Escape – Stairs

2.40 If escape stairs, which serve an area without a lift, also provide access to that area, then the stairs should comply with the requirements for internal stairs in BS 5588 Part 8 for escape stairs. In particular, they should have a maximum riser of 170mm, instead of the 180mm maximum allowed for escape stairs elsewhere.

In general, narrow staircases with tight turnings are deemed to be unsuitable for escape purposes. Staircases need to be of such a width that wheelchairs and their occupants can be carried down them, if necessary. The minimum width given in the Green Guide for any part of the escape system of a stadium is 1.1m for existing and 1.2m for new stands. This is adequate to accommodate a standard tubular steel wheelchair. If the handrails project more than 100mm then the minimum dimension should be measured between the handrails.

Vertical Escape – Handrails and Signage

- 2.41** The design of handrails in escape stairs needs particular attention. They should be colour contrasted to their supporting walls, and on every level other than the ground/exit floor it is recommended that handrails are marked with arrows identifying the direction to the nearest exit storey.

Within a protected staircase, handrails should be continuous, and should be of such a dimension and sufficiently clear of walls to allow a firm grasp.

Vertical Escape – Wheelchair Stairlifts

- 2.42** Where wheelchair stairlifts are deemed suitable for access, they should not be used as a means of escape.

Where installed in a stairway, which is also used as a means of escape, it is essential that the stairway width required for means of escape is maintained beyond the incursion into the stairway of any fixed part of the wheelchair stairlift, such as its carriage rail.

Elsewhere on an escape route, allowances may need to be made for the space taken up by other parts of the stairlift installation, such as its power unit and the lift itself, when in its closed position.

Vertical Escape – Ramps

2.43 Ramps can be a useful alternative to stairs, but there is concern about their suitability for negotiating small changes of level within stadia, as they may not be easily seen by spectators in emergency egress situations.

Where they are necessary, they should be as gentle as possible, should comply with BS 8300 and have signs identifying the change of level.

Fire and Emergency Warning Systems

2.44 Warning systems at stadia should use a two-stage system, (refer also to the paragraph 'Horizontal Escape' above).

The first stage should take the form of a coded message making stewards aware of a situation and may alert them to an imminent evacuation. If separate escape routes for disabled spectators cannot, for practical reasons, be provided, the management evacuation plan agreed with the local authority and fire services may, at this stage, allow for stewards to begin moving disabled spectators to refuges on escape routes from which they can be moved, either by evacuation lifts or by assistance downstairs to ground level.

The second stage should be a general alarm sounding which starts the evacuation of spectators.

If separate escape routes for disabled spectators are provided, as is recommended, the evacuation plan will allow for both non disabled and disabled spectators to leave at the same time.

In either case, identified routes should be established from the viewing areas to refuges, and from there to ground level, and it is vital that the stadium management establish an evacuation plan for spectators with disabilities, to be agreed with the local Safety Team and emergency services.

Warning systems may consist of an evacuation signal, announcements over the public address system, and also visual instructions on electronic scoreboards.

It should be stressed that the fact that some people have a hearing impairment does not mean that they are necessarily completely insensitive to sound. Many people with severe impairments have enough perception of conventional audible alarm signals to require no special provision.

It is possible to provide alternative forms of alarm signal by the use of paging systems, vibrating devices or sound signals broadcast within carefully selected frequency bands.

Technical advice on suitable devices may be obtained from the Royal National Institute for the Deaf. However, BS 5588 Part 8 makes the judgement that, in most situations, it would be reasonable for those with impaired hearing to rely on others for warning. When selecting an alarm warning device, tests will have to be carried out before a final decision is made. It is essential that the warning system is suitable for those whom it is intended to alert, and that unwanted side effects are avoided.

Points to consider may include the following:

- Levels or frequencies of sound signals, which cause discomfort to the ears of those with both normal and impaired hearing.
- Warning sounders, which obliterate the other sounds, echoes or reflections, which blind people use to orientate themselves and avoid hazards.
- Sound signals, which make spoken communications difficult or impossible.
- Certain frequencies in flashing or stroboscopic lights, which may cause confusion, disorientation and, in some, epileptic fits.
- Further guidance on voice fire alarm systems is available in BS 5839 Part 8.

For more information on this topic see Stadium Public Address Systems or contact the Institute of Sound and Communications Engineers (see Appendix 3).

Staff Training

2.45 As has been summarised in earlier parts of this publication, the DDA has brought with it wide ranging duties for stadium managers as employers (Part 2 DDA) and duties as a service provider (Part 3 DDA).

Whilst this publication has concentrated upon design standards and best practice, there is a strong link between design and management. Well designed facilities should reduce the need to rely upon high levels of stewarding.

Management must ensure that full time staff and match day stewards involved in providing a service to disabled spectators are well trained and sensitive to the needs of disabled people. Knowledge and familiarity with all of the stadium facilities, their location and access provision, is an essential part of this training. There are satisfactory courses that includes a DDA component available through NVOs, Football League, FA Premier League and The Football Association (see Part 4 Appendix 2).

Easily understood stadium leaflets giving information about the facilities, location, type and location are a valuable guide for staff and disabled spectators. Designated disability coordinators should be involved in the days preceding matches, often based at the ground and will organise and manage seating arrangements for both home and away supporters. Seating plans of the stadium, showing the designated locations, numbers and type, will greatly assist these staff.

Management should ensure that stewards are fully trained and capable of handling disability access issues that include:

- Car parking.
- Circulation and movement in and around the stadium.
- Support facilities including toilets, catering and clubshop.
- Spectating areas.
- Emergency and evacuation procedures.

Training should not however be confined to stewards; all staff, including those who direct, manage and operate services will benefit from disability and equality training.

Part Three: Access Audits and Accessibility Appraisals

Access Consultants

- 3.1** Earlier in this publication, the need for and importance of an access audit of an existing stadium and support facilities has been identified. The access audit should address management and operational issues as well as physical features.

The access audit, and an agreed access plan or strategy, is the starting point of a process, which can then be carried through, in the form of an accessibility appraisal, during the design and constructional stages. The access audit will assist managers and operators develop the brief and, together with their professional design team, make informed decisions from the outset. It will also be of great value presented as an Access Statement at the Town Planning and Building Regulations stages as part of the necessary documentation and supporting statements.

A competent person should be employed to carry out the audit who has experience and knowledge of this building type, key references and sources of information.

Each site or project will be different and may involve an existing stadium that needs to be upgraded, an existing stadium with proposed extensions or a new stadium. When engaging an access consultant, it is important to have a good understanding of the scope and extent of the services that can be provided, and if only an access audit is required or services beyond this are required through an accessibility appraisal at each design and construction work stage through to completion and handover.

3.2 Access Audit (Existing Facilities)

- Receive client's instructions and agree scope and extent of services.
- Obtain site plans, building plans, sections and elevations of the 'as built' facilities, if available. Include off site facilities.
- Client should provide build dates of facilities, existing disability management and operational procedures and facility provisions.
- Existing provision and arrangements for public transport, off site car parking and access routes to the stadium.

Carry out an Access Audit of any existing facilities making particular reference to the following points and provide a prioritised 'Access Action Plan' or strategy.

- (a) DDA and associated DRC Code.
- (b) BS 8300.
- (c) Part M 2004.
- (d) Green Guide.
- (e) Management arrangements – policies, practices, procedures, safety plan and staff training.
- (f) This publication.
- (g) Other publications and references.
- (h) Identify key issues, main source of reference and standards that should be followed.

- With the client identify and consult with key user groups, supporters' club and other interested agencies or organisations.
- If alterations to existing facilities are proposed for reasons other than access and provision for disabled people or a new stand is proposed, then these proposals, if drawn, should be made available to the access consultant in order that a holistic approach and guidance can be provided at the earliest possible stage.
- Prepare and submit a draft report for agreement.

The report should include the items and headings given in the Access Check List (see 3.2) and also include advice and guidance on the most appropriate way of ensuring that the access plan is addressed and integrated into a design development process. Where appropriate identify possible options and solutions that can be evaluated and considered at the design development stages.

If the scope and extent of the services provided by the access consultant includes the following then this should be included in the report:

- Management responsibilities and actions
- Timescales and possible programme of implementation
- Agreed policies and staff training
- Schedule of identified physical works and estimated costs
- List of equipment, product suppliers and estimated costs.

Access Checklist and Key References

3.2 Introduction

This 'access checklist' has been developed from an access audit compiled by the National Association of Disabled Supporters (NADS). It is not exhaustive, and is not intended to be used in its present form by an access consultant or adviser when carrying out an access audit at a stadium or football club. Management, operational and facilities are listed with key references and sources of information related to legislation, Codes of Practice and important publications identified. Employers' duties under the DDA are not listed, but should be included as part of a comprehensive report.

Key references/full titles are listed at the end of this checklist.

Feature (Home and away supporters/spectators)	DDA	Part M	Green Guide	BS 8300	Task Force Report	NADS Audit	DRC Code	FAPL	FF/FT Leaving the Trackside	FF/NADS Guide to Grounds	DETR	This Publication
	1	2	3	4	5	6	7	8	9	10	11	12
First Contact/Tickets												
Ticketing policy					●	●			●			●
Premier clubs: does policy comply with FAPL Rulebook Section J						●		●				●
Induction loop for ticket purchases		●	●	●		●	●		●	●		●
Text phone facility						●	●					●
Named person at club					●	●			●			●
Dedicated phone line					●	●			●			●
E-mail address					●	●			●	●		●
Website accessibility					●	●	●		●	●		●
Ticket outlets for disabled spectators						●	●		●			●
Commercial ticket agencies and information on ticket purchase for disabled spectators					●	●	●					●
Website accessibility									●			
Personal assistants/carers charging policy					●	●			●			●
Staff training	●				●	●	●		●			●

Feature (Home and away supporters/spectators)

Arrival

- Public transport and accessible routes
- Parking spaces for wheelchair users
- Parking spaces for ambulant disabled people
- Parking spaces for visually impaired people
- DETR recommendations
- Spaces for minibuses
- Do parking spaces conform with BS 8300:2001
- Distance to ground entrance
- Drop-off point including coaches
- Car park surface
- Supervision by stewards
- Signage to BS 8300:2001
- Charge for car parking
- Parking tickets

Access to Stadium

- Level access route
- Ramps to BS 8300:2001
- Non-turnstile entrances
- Dedicated access for disabled spectators
- Family enclosure accessible and relationship with disabled spectating

Disability Spectator Viewing

Locations within the ground:

- Wheelchairs
- Helper provision adjacent/behind/in front

	1	2	3	4	5	6	7	8	9	10	11	12
	DDA	Part M	Green Guide	BS 8300	Task Force Report	NADS Audit	DRC Code	FAPL	FF/FT Leaving the Trackside	FF/NADS Guide to Grounds	DETR	This Publication
Public transport and accessible routes									●			●
Parking spaces for wheelchair users				●	●	●	●		●	●	●	●
Parking spaces for ambulant disabled people				●	●	●	●		●	●	●	●
Parking spaces for visually impaired people				●	●	●	●		●	●	●	●
DETR recommendations				●		●					●	●
Spaces for minibuses						●						●
Do parking spaces conform with BS 8300:2001		●		●		●						●
Distance to ground entrance		●		●		●						●
Drop-off point including coaches												●
Car park surface		●	●	●								●
Supervision by stewards					●	●			●			●
Signage to BS 8300:2001		●	●	●	●							●
Charge for car parking					●							
Parking tickets					●							
Access to Stadium												
Level access route		●	●	●		●	●		●			●
Ramps to BS 8300:2001		●	●	●				●				
Non-turnstile entrances			●			●			●			●
Dedicated access for disabled spectators					●	●						●
Family enclosure accessible and relationship with disabled spectating						●						●
Disability Spectator Viewing												
Locations within the ground:												
Wheelchairs			●		●	●	●		●	●		●
Helper provision adjacent/behind/in front			●	●	●	●	●			●		●

Feature (Home and away supporters/spectators)

	1	2	3	4	5	6	7	8	9	10	11	12
	DDA	Part M	Green Guide	BS 8300	Task Force Report	NADS Audit	DRC Code	FAPL	FF/FT Leaving the Trackside	FF/NADS Guide to Grounds	DETR	This Publication
Elevated height			●		●	●	●					●
Covered (all, part, none)					●	●	●					
Visually impaired			●		●	●	●		●			●
Minder provision adjacent/behind/in front			●		●	●	●			●		●
Elevated height			●		●	●	●					●
Covered (all, part, none)					●	●	●					
With commentary (eg. club radio)			●		●	●	●					●
Guide dogs facility					●	●	●					●
Ambulant disabled			●		●	●	●		●			●
Helper provision adjacent/behind/in front			●		●	●	●					●
Elevated height			●		●	●	●					●

Covered (all, part, none):

Media/press	●			●	●	●	●					●
Hospitality suites	●			●	●	●	●					●
Directors' boxes	●			●	●	●	●					●

Sightlines

Viewing and sightlines for wheelchairs, visually impaired and ambulant disabled spectators obstructed by other spectators standing			●		●	●	●		●			●
Pre-match						●						
During the game						●						
Goals, corners, penalties						●						
Laps of honour						●						
Disabled spectators' views obstructed by stewards, officials or hoardings							●		●			●

Toilets

Location and proximity from spectating positions			●		●	●	●		●	●		●
--	--	--	---	--	---	---	---	--	---	---	--	---

	1	2	3	4	5	6	7	8	9	10	11	12
	DDA	Part M	Green Guide	BS 8300	Task Force Report	NADS Audit	DRC Code	FAPL	FF/FT Leaving the Trackside	FF/NADS Guide to Grounds	DETR	This Publication
Feature (Home and away supporters/spectators)												
Standards/Regulations		●	●	●	●	●	●					●
Supervised/stewarded						●						●
Access keys or alternative				●		●						●
Alarm cords		●		●								●
Non-slip flooring		●		●		●	●					●
Signage		●	●	●	●	●	●					●
Catering Facilities												
Accessible from viewing positions						●	●		●			●
Low counters		●		●	●	●	●					●
Safety/Management												
Assistance from stewards					●	●	●		●			●
Exit points in conflict with crowd flow patterns			●			●						●
Is there a danger of crowd spillage causing a hazard to any disabled spectator?			●			●						●
Evacuation procedures notified to disabled spectators			●		●	●						●
Staff training	●		●		●	●	●		●			●
Away Games												
Assistance to obtain tickets and travel					●	●			●			●
Adapted transport					●	●			●			●
Access to Other Facilities												
Match day packages equally accessible for disabled people					●	●			●			●
Clubhouse reception areas accessible	●			●	●	●	●		●			●



Feature (Home and away supporters/spectators)

Access to lounges and suites:

- Doors
- Corridors
- Obstructions
- Internal stairways
- Lift
- Lift design
- Means of escape
- Staff training and evacuation procedures

Access to shops/cafes

Access to club offices

Access of off-ground premises (eg. Academy; city centre shop)

Disabled Supporters Club

Disabled supporters' club

Club independence

Special benefits to members

Away Supporters

Visiting disabled fans information, incl. parking, access to ground

	1	2	3	4	5	6	7	8	9	10	11	12
	DDA	Part M	Green Guide	BS 8300	Task Force Report	NADS Audit	DRC Code	FAPL	FF/FT Leaving the Trackside	FF/NADS Guide to Grounds	DETR	This Publication
Access to lounges and suites:	●			●	●	●	●	●	●			●
- Doors		●		●	●	●	●	●				●
- Corridors		●		●	●	●	●	●				●
- Obstructions		●		●	●	●	●	●				●
- Internal stairways		●		●	●	●	●	●				●
- Lift		●		●	●	●	●	●				●
- Lift design		●		●	●	●	●	●				●
- Means of escape		●		●	●	●	●	●				●
- Staff training and evacuation procedures	●	●			●	●	●	●				●
Access to shops/cafes	●	●		●	●		●		●			●
Access to club offices	●			●			●					●
Access of off-ground premises (eg. Academy; city centre shop)	●			●	●	●	●					●
Disabled Supporters Club												
Disabled supporters' club					●							
Club independence						●						
Special benefits to members						●						
Away Supporters												
Visiting disabled fans information, incl. parking, access to ground					●	●						

Key References: Full Titles

- 1 Disability Discrimination Act 1995.
- 2 The Building Regulations 2004 Edition Access to and use of Buildings Approved Document M.
- 3 Guide to Safety at Sports Grounds.
- 4 British Standard 8300:2001 Design of Buildings and their Approaches to meet the needs of Disabled People – Code of Practice.
- 5 Improving Facilities for Disabled Supporters. A report by the Football Task Force submitted to the Minister of Sport, July 1998.
- 6 National Association of Disabled Supporters Audit Checklist.
- 7 Code of Practice 'Rights of Access, Goods, Facilities Services and Premises. Disability Rights Commission 2002.
- 8 FA Premier League Handbook.
- 9 Leaving the Trackside – Facilities for Disabled Fans at British Football Stadia, post Hillsborough. Football Trust (Football Foundation).
- 10 National Guide to Facilities for Disabled Football Supporters – Football Trust (Football Foundation).
- 11 Department of Transport.
- 12 Accessible Stadia.

3.3 Accessibility Appraisal (Design and Construction)

The Royal Institute of British Architects (RIBA), in their form of appointment, lays out work stages (A to L) from the Inception and Feasibility stage through to operations on site and completion. These work stages are recognised and adopted in the construction industry. An accessibility appraisal should ideally be carried out by an Access Consultant throughout this process, and the scope and extent of the services that can be provided at each RIBA work are as follows.

A/B. Inception and Feasibility

- Provide client and design team with copy of the Access Audit and Access Strategy.
- Review accessibility implications of any alternative schemes included in the option appraisals and advise the Client and Design Team.
- Provide a brief report on the strategic access issues relating to the options considered. The report is to include appropriate recommendations and record any decisions made.

C. Outline Proposals

- Advise the client and design team on related legislation and sources of reference.
- Facilitate an 'Access Workshop' including the client's representatives and the Design Team to ensure that everyone involved is aware of the access issues and that they need to be addressed on an on-going basis throughout the development of the project up to and including commencing operations on site.
- Assist the Design Team in analysing the Client's Requirements and the Access Audit/Strategy with particular reference to providing facilities that are fully accessible to all users.

- Continue to monitor and report findings of access working party and facilitate technical standards agreement with the design team, and client (throughout all stages). Outline decisions made and why these were made for future reference or clarification.
- Report to the Client reviewing the outline proposals with reference to the level of accessibility and advise/clarify any amendments if required. Highlight any areas which have management implications and advise accordingly.
- Prepare a summary report for the Client covering the above items.

D. Scheme Design

- Assist the design team in developing the scheme, by giving advice on accessibility issues and where required provide possible solutions. Record any decisions and reasons.
- Provide detailed design advice and monitor scheme against guidance and agreed standards.
- Assist the Client in appraising the quality of access of any proposals prepared by the design team. Review policy, practices and procedures.
- Review and update the Access Plan/Strategy.
- Prepare a summary report for the Client covering the above items.
- Assist and provide the necessary supporting statements, information and details required for any Town Planning application made by the client design team or appointed agent.
- Advise on any town planning conditions included in the approval that may relate to disability access.

E. Detailed Design

- Assist the design team in continuing to develop the detailed design, by giving advice on access issues and where necessary to outline possible solutions.
- Advise the design team on any implications that relate to policy, practices and procedures in their design and report to the client.
- Review and update the Access Plan/Strategy.
- Prepare a summary report covering the above items.
- Assist and advise the design team in connection with any applications for Building Regulations approval and any other Statutory Authority or Agency.

F/G/H/J. Production Information/Tender

- Assist the design team in developing the design and tender information, by giving advice on access issues and where necessary on the selection/specification of specialist systems/equipment to assist/aid users with a disability.
- Advise client on design and construction responsibilities related to form of procurement e.g. 'Design and Build' and transfer of those responsibilities to appointed contractors.
- Assist the Client in appraising the quality of access of any proposals prepared by the Design Team.
- Review and update the Access Plan/Strategy.
- Prepare a summary report for the Client covering the above items.

K/L. Operations on Site and Completion

- Where necessary, assist the design team in finalising the design and specification of the facility by giving advice on access issues and, where necessary, providing advice on those areas not fully addressed prior to start on site e.g. colour schemes, final signage proposals etc that could have a significant impact on the accessibility of the facility.
- Assist the Client in appraising the quality of accessibility of any revised proposals prepared by the Design Team, specialist subcontractor or supplier.
- By arrangement with the Client/Design Team make appropriately timed site inspections to ensure that the completed facility is fully accessible. Where required make recommendations as to any remedial work required.
- Review and update the Access Action Plan/Strategy.
- With the Client review and develop key policies, practices and procedures proposed for the completed project.
- Prepare a summary report for the client covering the above items.

The access plan and facility provisions should be regularly monitored and reviewed by management, disabled supporters and disability organisations.

Worked Examples

- 4.1 The following worked examples are based on fictitious clubs and sites. It is recognised that no two sites or projects are the same, whether they are new or existing stadia projects.

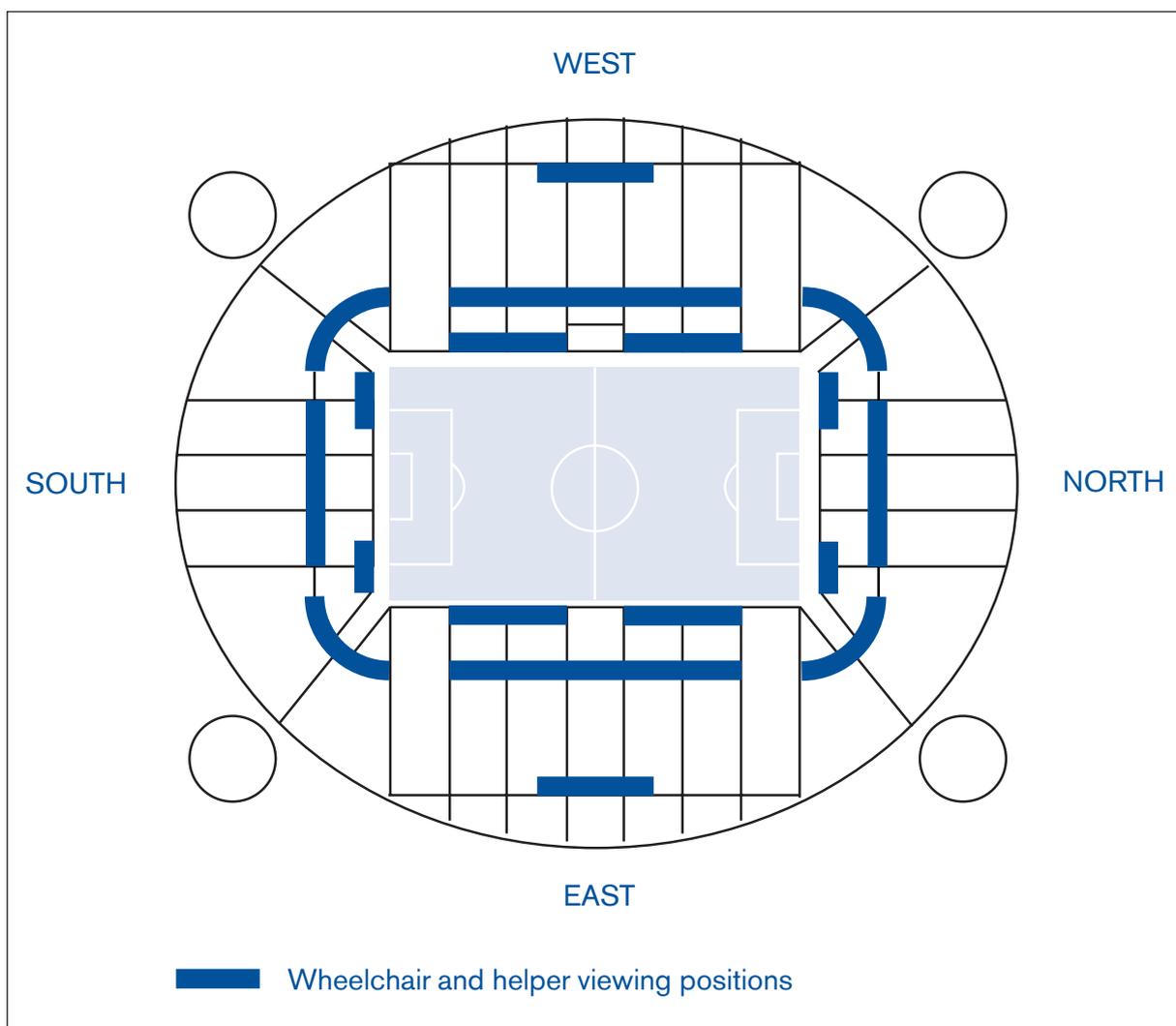
Each worked example attempts to lay out a total approach that includes getting there, parking, booking tickets, circulation and movement and, most importantly, good viewing solutions.

Worked Example 1

Description	A new stadium with 50,000 capacity.
Location	Out of town with good rail, road links and local bus services.
Site	2 metre change in level access site from North to South, limited on site parking for 100 cars. Public car parking in various locations within one mile radius.
Access Plan and Brief	Management, Access Consultant and Design Team have worked closely with Disabled Supporters' Club and disability organisations to achieve an agreed access plan/strategy that will be monitored through each design and construction stage through an 'accessibility appraisal' process. Access plan will be monitored and reviewed on a regular basis.
Transport	Drop off points for coaches and disabled passengers (cars). Accessible shuttle service from designated public car parks. On site provision for disabled parking in excess of DETR recommendations (6%). Allowance for 12 spaces.

Access to Ground	Dedicated entrances with level approaches.		
Circulation and Movement	Accessible staircases, ramps and lifts to serve upper levels.		
Support Facilities	Accessible toilets and refreshment areas in close proximity to disabled viewing areas.		
Viewing	Dispersed and in a variety of positions including family areas. Visiting disabled spectators to be located with own fans. Flexible layouts and locations for ambulant disabled and assistance dogs.		
Information and Signage	Coordinated approach to information and signage that includes booking tickets, match day facilities, location of viewing areas and support facilities. Match day commentaries. Safety plan. Staff training.		
Disabled Viewing	Wheelchairs and helpers	230	(1400 x 1400)
	*Ambulant disabled	230	(min 500 x 760)
	<i>*Flexible provision allowing increase</i>		
Location of Wheelchairs and Helpers	West Stand	50	Upper tier
		20	Pitch side
	East Stand	50	Upper tier
		15	Pitch side
	South Stand	43	Upper tier
		10	Pitch side
	North Stand	32	Upper tier
		10	Pitch side
	TOTAL	230	

- 230 ambulant disabled spaces dispersed around stadium at lower and middle tier levels.
- Players and officials dug out located in seating area East Stand.
- All wheelchair viewing positions to be designed with clear viewing when non disabled supporters stand up. 'C' value 90.
- Flexible location of toilets and refreshment areas depending upon number of visitors (away supporters).



Worked example No 1 (Not to scale)

Worked Example 2

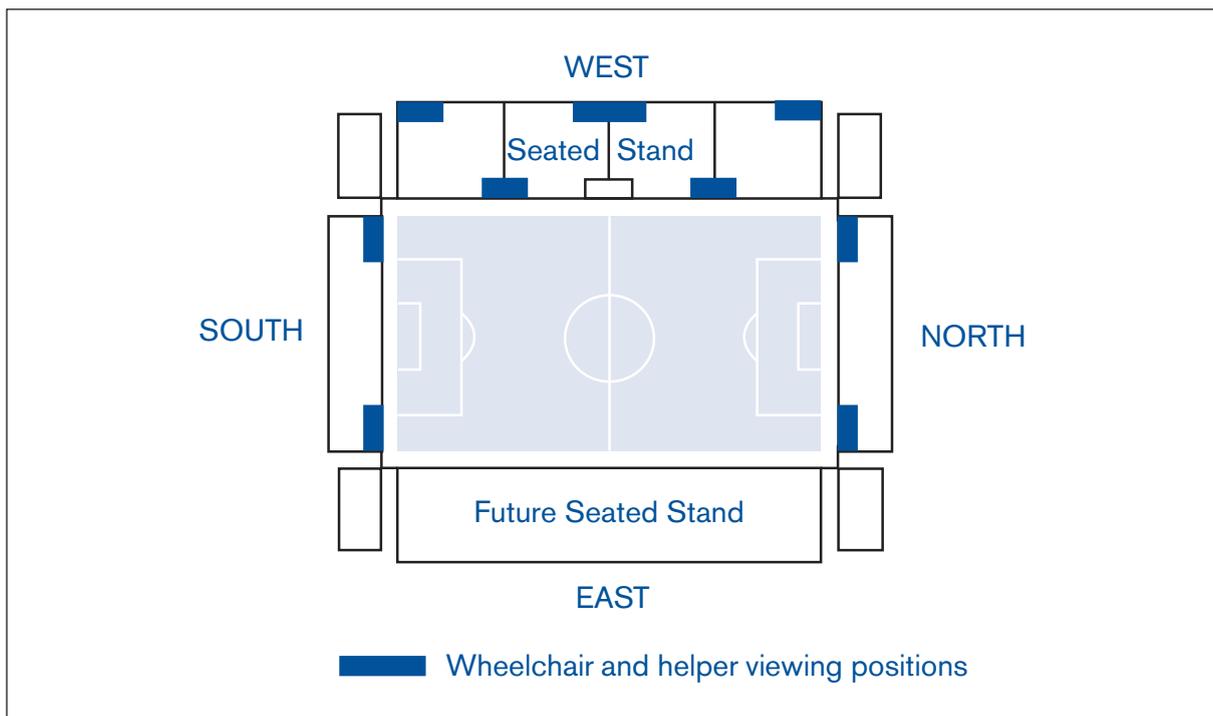
Description	A new stadium with 10,000 capacity. 3,000 seats and 7,000 standing (covered). Long term development plan includes a possible seated stand on the eastern side of the stadium.
Location	Outskirts of town centre. Three miles to nearest train station. Good local bus service to ground increased on match days. Generally light industrial businesses with some residential areas.
Site	On site parking for 150 cars with use of local parking areas available on match days. Site enclosure slopes approximately four metres west to east.
Access Plan and Brief	The Football Club has sold their existing ground located in the centre of town and are relocating to a site that will enable them to substantially increase the capacity, both for seats and standing spectators, support facilities and commercial activities will include a Health and Fitness Club. Consultations and discussions with Disabled Supporters' Club and Disabilities Organisations has established and agreed an access plan for the new development with provision for wheelchair and ambulant disabled supporters. The town and local villages have a very high proportion of elderly retired people, many of whom are keen supporters. An accessibility appraisal will be carried out as the design is developed and constructed. Facilities and standards will also be reviewed and monitored after completion and in use.

Transport	The Planning consent included a 'green travel plan', and the Club will provide, in addition to the local bus service, an accessible minibus shuttle service from the main line station and also secured agreements from local factories for car parking on match days. Covered drop off points for disabled passengers and coaches close to entrances. On site parking for disabled staff and spectators will be in excess of the DETR recommendation (6%). Allowance for 15 spaces, including two staff.						
Access to Ground	Dedicated entrances with level approaches.						
Circulation and Movement	Accessible ramps and staircases to the eastern stand. Lifts and staircases to upper level of Clubhouse and viewing positions.						
Support Facilities	Accessible toilets and refreshment areas located at each corner of stadium, and in the undercroft of the seated area.						
Viewing	Dispersed around the stadium at pitchside and within seated area. Visiting supporters are segregated. Provision for assistance dogs. All wheelchair locations to have either elevated viewing or clear sightlines if able supporters stand.						
Information and Signage	Coordinated approach to information and signage that includes booking tickets, match day facilities, location of viewing areas and support facilities. Match day commentaries. Safety plan. Staff training.						
Disabled Viewing	<table border="0" style="width: 100%;"> <tr> <td>Wheelchairs and helpers</td> <td style="text-align: right;">42 spaces (1400x1400)</td> </tr> <tr> <td>*Ambulant disabled</td> <td style="text-align: right;">42 spaces (500 x 760)</td> </tr> <tr> <td colspan="2"><i>*Flexible layout will allow increase</i></td> </tr> </table>	Wheelchairs and helpers	42 spaces (1400x1400)	*Ambulant disabled	42 spaces (500 x 760)	<i>*Flexible layout will allow increase</i>	
Wheelchairs and helpers	42 spaces (1400x1400)						
*Ambulant disabled	42 spaces (500 x 760)						
<i>*Flexible layout will allow increase</i>							

ACCESSIBLE STADIA

Location of Wheelchairs and Helpers	West Stand	High level	20
		Pitch side	10 flexible
	South Stand (terraces)	Pitch side	6
	North Stand (terraces)	Pitch side	6
TOTAL			42

- Ambulant disabled located in West Stand.
- Players and officials' dug out located in seated area West Stand.
- All wheelchair viewing positions to be designed with clear viewing when non disabled supporters stand. C value 90.



Worked example No 2 (Not to scale)

Worked Example 3

Description	Existing stadium 22,500 capacity (all seats) built 1993. Proposals include a new 5,000 seated stand (south) replacing an existing 2,500 seated stand.
Location	Urban area of a large city with good rail links (one mile), but congested and heavily used local main roads.
Site	Significant level changes five metres south to north. Limited on site parking for 120 cars. Local Authority car parks in close proximity. Street parking not allowed on match days (residents only).
Access Plan and Brief	The club has a policy to provide disabled viewing for wheelchair and ambulant disabled supporters and works closely with the Disabled Supporters' Club. The age of the existing facilities, 1993, and the need to provide additional seated accommodation has led the club to carry out an access audit that will look at all aspects of the club's duties under the DDA (as employer) and service provider (spectators) to meet the statutory timescale and implementation by October 2004.
Access Audit and Accessibility Appraisals	The main issues and shortcomings identified in the Access Audit include: access routes, entrances, poor signage and information, remote toilets and refreshment areas, poor sightlines in certain areas, insufficient provision for wheelchair and ambulant disabled supporters, circulation and movement to upper levels. The project will be monitored through an accessibility appraisal as it proceeds through the design and construction stages.

Existing Provision	Wheelchairs and helper Ambulant disabled	100 (shortfall of 65) 165 (poor standard)
Proposed	Wheelchairs Ambulant disabled	165 (improved and new) 165 (improved and new)
Transport and Car Parking	The Club will provide an accessible shuttle service from the local authority car parks, with additional disabled parking bays made available in local streets on match days. A drop off point for disabled passengers and coaches for disabled supporters will be provided. On-site provision for disabled parking is already in excess of the DETR recommendations and will not be increased (15 for staff and spectators).	
Access to Ground	Dedicated entrances will be provided with level approaches.	
Circulation and Movement	Accessible lifts, ramps and staircases.	
Support Facilities	Additional accessible toilets and refreshment areas will be provided as part of an overall refurbishment and upgrading programme.	
Viewing	Consultation and agreement with the Disabled Supporters' Club, limited funds and existing constructional constraints (seating profiles) has led to a more generous provision for disabled spectators in the new stand design and a phased programme of works to existing stands.	
Information and Signage	Website accessibility and improved arrangements for booking tickets will be introduced and coordinated information and signage implemented. Staff training will also be improved. Provision for assistance dogs.	

Location of Wheelchairs and Helpers

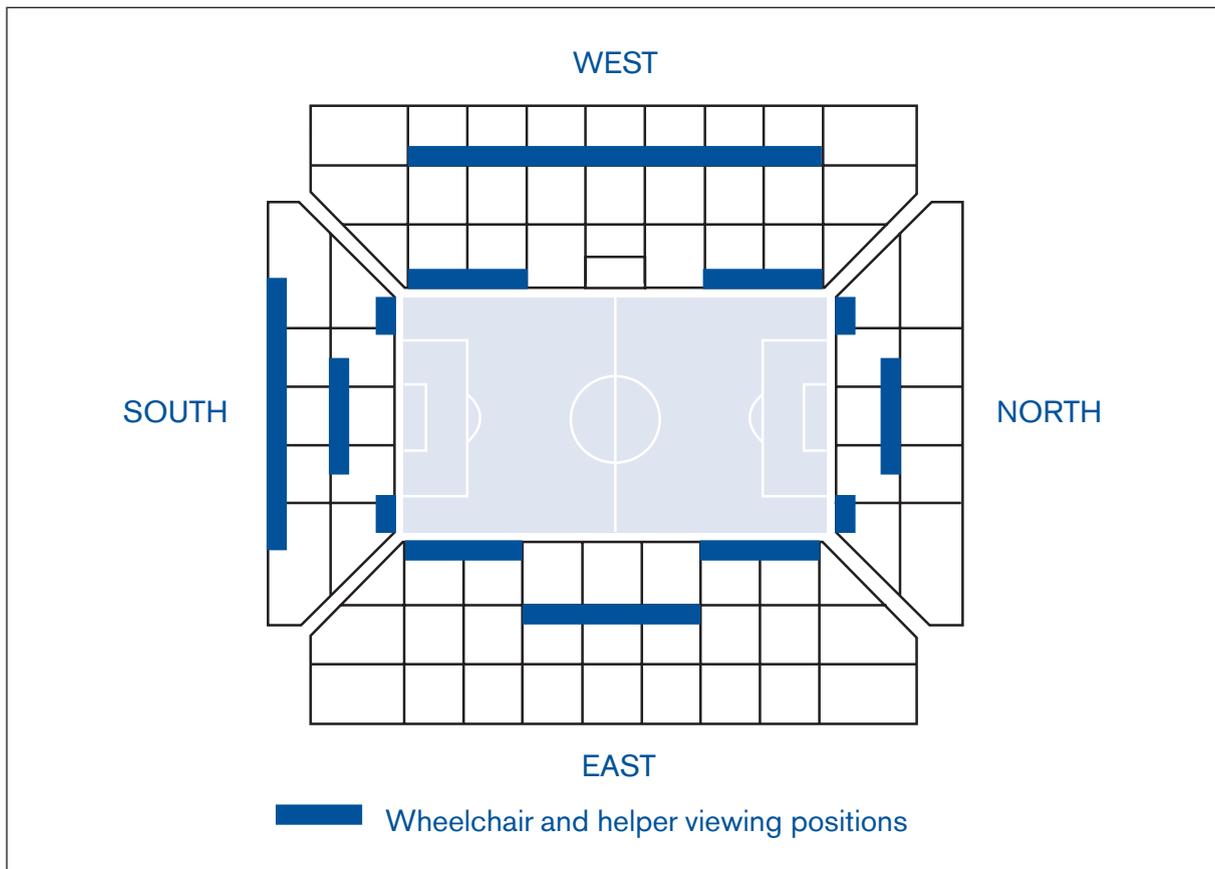
		Existing	Proposed
West Stand	High level	35	45
	Pitch side	10	15
East Stand	Mid tier	20	18
	Pitch side	10	15
South Stand (New)	High level	–	35
	Mid tier	7	10
	Pitch side	4	6
North Stand	Mid tier	10	15
	Pitch side	4	6
TOTAL		<u>100</u>	<u>165</u>

In addition, family areas will be located behind pitchside viewing positions in the East and West Stands.

- Ambulant Disabled: flexible seating layouts for 165 that can be increased, but concentrated in identified areas (safety and evacuation plan) in each stand.
- Players and Officials' dug out relocated with seated area in West Stand.
- All wheelchair viewing positions to be designed with clear viewing when non disabled supporters stand. 'C' value 90. Alterations in existing stands will require elevated viewing positions.



ACCESSIBLE STADIA



Worked example No 3 (Not to scale)

Worked Example 4

Description	Existing stadium with 25,000 capacity, seated areas built 1998. Proposals include new covered south terrace for 2,500 spectators standing to replace terrace built in 1985.
Location	A large city within an area that is undergoing major regeneration through a mix of residential offices, small businesses and a large supermarket. A new rail link to the area is proposed, together with increased bus services from other parts of the city.
Site	Freehold ownership with parking for 300 cars. In addition to this land, the club has sold part of their land for redevelopment, with a mixed use of residential and small businesses. The capital receipts will provide funding for upgrading parts of the existing facilities and the construction of new terraces.
Access Plan and Brief	The club has an active and involved Disabled Supporters' Club and, together with management, access consultant and design team, have initiated an access audit of the existing facilities and put together an access plan that will be subject to an accessibility appraisal as the upgrading works and new construction is progressed.
Access Audit	Whilst the new stand (terraces) will meet current legislation and standards, timescales related to any improvements or upgrading works in the existing stands can be phased up to 2007. The latter issue will enable the club match programme to continue, subject to safety and evacuation plans being satisfied. The access audit identified: access routes inside the ground, insufficient toilets and refreshment areas in proximity to the seated areas, poor signage, information and an increase in provision for wheelchair and ambulant disabled spectators.

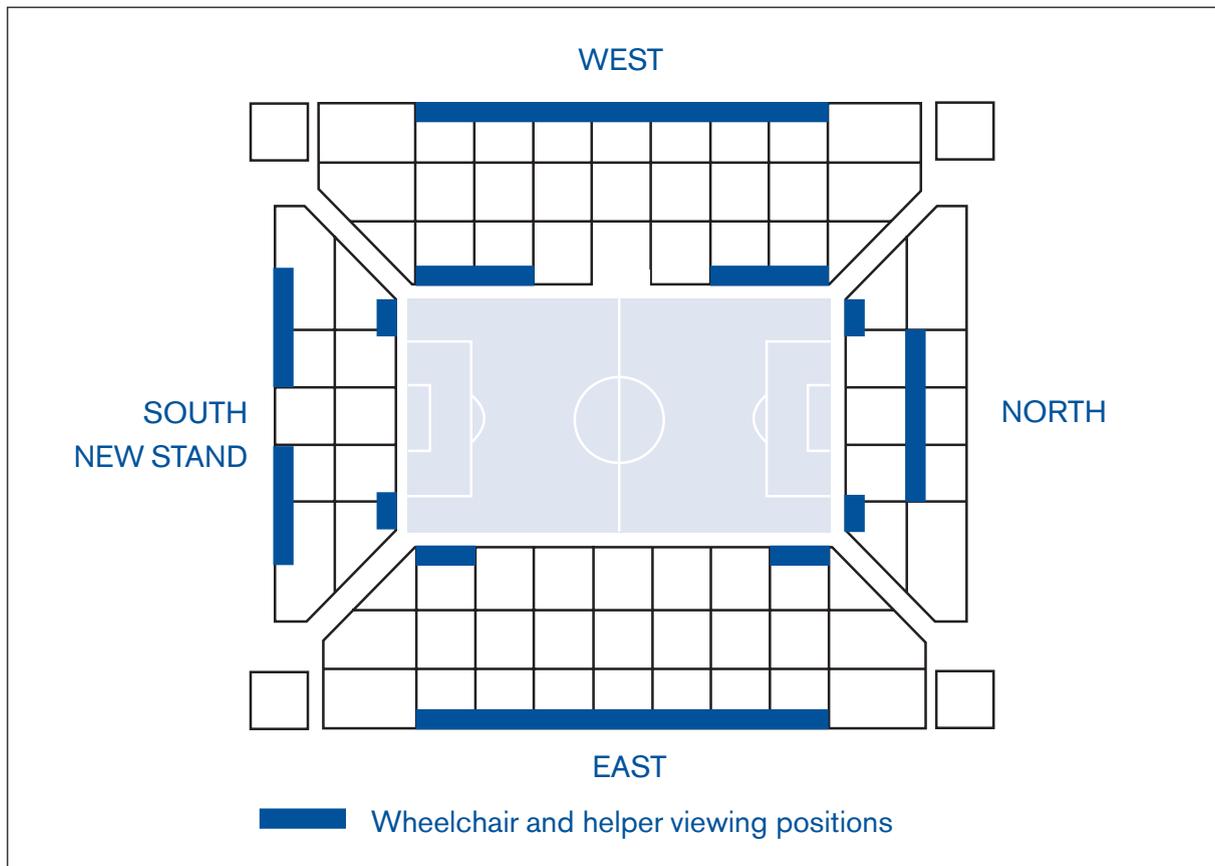
Existing Provision	Wheelchairs and helpers	110 (shortfall 58)
	Ambulant disabled	120 (shortfall 48)
Transport	Timescales for the new rail link is uncertain, and the club has agreed to provide additional car parking spaces in the existing car park for disabled spectators, with improvements to the location of the drop off point for disabled passengers in cars and coaches. The Disabled Supporters' Club have received financial assistance in providing an adapted coach for disabled supporters.	
Access to Ground	Level approaches and surfaces will be improved.	
Circulation and Movement	Accessible ramps and lifts to serve the upper levels of the West and East Stands.	
Support Facilities	Additional disabled toilets and accessible refreshment areas will be provided in the West Stand and corners of the South Stand.	
Viewing	Improvements to, and an increase in, viewing areas in the West Stand with elevated positions.	
Information and Signage	Website accessibility improved and a coordinated approach to disabled signage and information. Provision for assistance dogs.	

Location of Wheelchairs and Helpers

		Existing	Proposed
West Stand	High level	30	40
	Pitch side	20	15
East Stand	High level	30	38
	Pitch side	20	15
South Stand (terrace)	High level	Nil	20
	Pitch side	Nil	8
North Stand	High level	Nil	25
	Pitch side	10	7
TOTAL		110	168

In addition, family areas will be improved and located behind pitchside viewing area in the West Stand. Ambulant disabled spectator provision will be increased from 120 spaces to 150 spaces in flexible layouts (760 x 500 space).

All viewing positions will be designed to provide clear sightlines when non disabled supporters stand. C value 90.



4

Worked example No 4 (Not to scale)

Worked Example 5

Description	Existing stadium 15,000 capacity (seated), built 1995. No proposals for enlargement or upgrading.
Location	Close to motorway with large towns in a 20 mile radius. Large office developments and DIY outlet in the vicinity. Nearest rail link some three miles away, with bus service to site.
Site	Generally level site within stadium, but car and coach parking on a hillside. 300 spaces.
Access Plan and Brief	<p>Built in 1995, timescales in relation to DDA will allow improvements and upgrading to be carried out within three years. The club, however, have received complaints from disabled supporters regarding a number of disability access issues that include car parking, access to ground and limited viewing positions. Mindful of potential legal action by a disabled spectator and their own commitment and policy to provide comparable facilities an access audit has been commissioned.</p> <p>The scope and extent of the audit includes Employers Duties DDA part 2, and, as a Service Provider, DDA part 3. The access consultant will also be retained to provide an accessibility appraisal as any improvements and upgrading works is designed and constructed. Revenue income and long term loans will be set aside to finance the works over a three year programme.</p>
Access Audit	As built drawings where provided by the client including site plan, externals, plans, sections and elevations. Visual inspections where carried out and measurements taken, e.g. gradient of ramps, corridors, seating positions and sightlines. Major issues and physical barriers where reported as follows.

Transport	Introduction of an accessible minibus service from the nearest rail station on match days.
Car Parking	Additional disabled car parking spaces provided close to entrances. DETR recommendation 6% of 300 = 18. (Existing provision is 10 spaces excluding staff parking). Improvements to ramped access routes from car park. Covered drop off point for disabled spectators and coaches.
Access to Ground	Access routes (gravel) from car parking to be resurfaced with smooth surface and new level approaches, accessible ramps and steps introduced.
Circulation and Movement	Additional accessible lifts added to West and East Stands to serve viewing positions at mid tier and high level. Improvements to surfaces, pavings and handrails in identified areas. Vision panels to certain doors.
Support Facilities	Improvements to existing refreshment areas for accessibility. Additional disabled toilets to be provided close to viewing areas in West and East Stands.
Information and Signage	Website and booking tickets arrangements to be made more accessible. Coordinated signage throughout stadium.
Wheelchair Supporters	This area of service had been heavily criticised by disabled supporters in wheelchairs. Complaints included quantity, poor sightlines and able-bodied supporters standing up when goals are scored. The existing structure and sectional profile of the stands are not easily adapted and improved. A number of options and solutions were investigated at the feasibility stage.

In consultation with the Disabled Supporters' Club and disability organisations, an acceptable seating plan for wheelchair supporters was agreed. This will provide additional viewing locations at pitch side and improved elevated locations at high level in the West, East and South stands with new high level viewing positions in the North Stand for visiting supporters. The programme of work will be phased over three years. Additional areas of seating will be provided for ambulant disabled spectators (minimum dimensions 500 x 760).

Existing Disabled Viewing Locations (Wheelchairs)

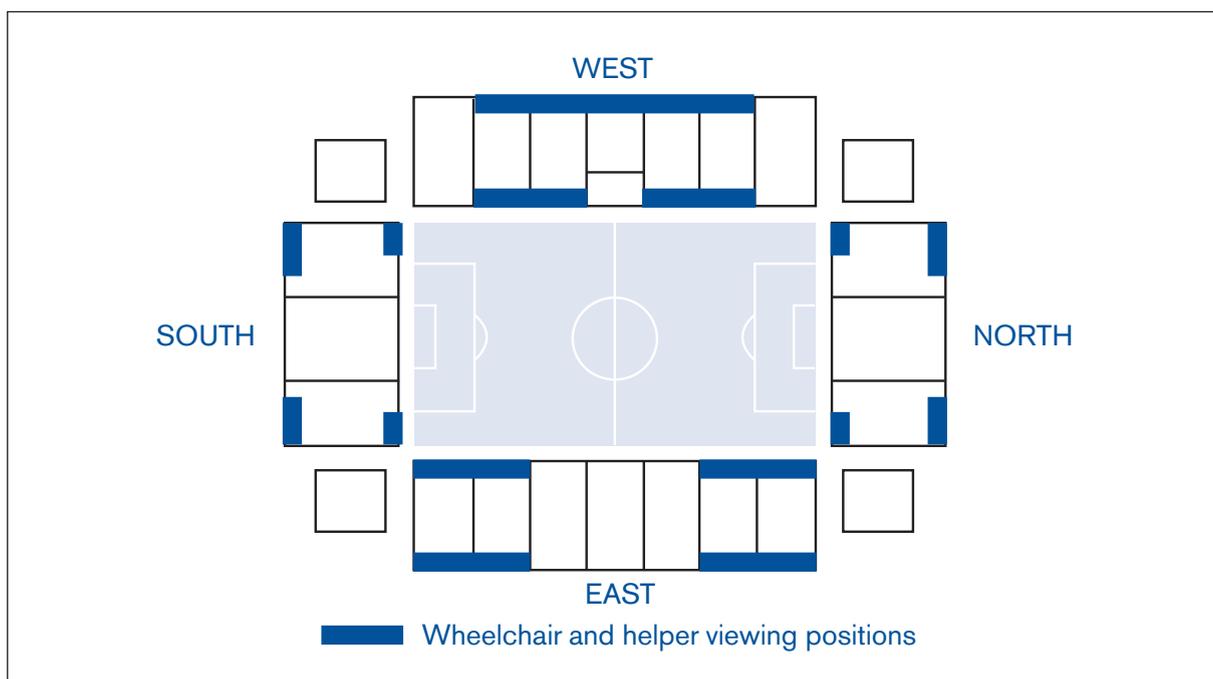
West Stand	High level	35	(poor sightlines)
	Pitch side	15	
East Stand	High level	20	(poor sightlines)
	Pitch side	15	
South Stand	High level	10	
	Pitch side	10	
TOTAL		105	(Shortfall 20)

Ambulant disabled spaces (East and West Stands)	TOTAL	90	(Shortfall 35)
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Proposed Wheelchair
Viewing Locations

West Stand	High level	35
	Pitch side	10
East Stand	High level	35
	Pitch side	10
South Stand	High level	10
	Pitch side	6
Visitors – North Stand	High level	13
	Pitch side	6
TOTAL		125

- Ambulant disabled spaces located in West, East and North Stands with provision for guide dogs.
- All viewing positions will be designed to provide clear sightlines when non disabled supporters stand. C value 90.
- Programme of improvements phased over three years.



Worked example No 5 (Not to scale)

Part Four: Appendix 2

References

- 4.2** Disability Discrimination Act 1995 Code of Practice. Rights of Access. Goods, Facilities, Services and Premises. Disability Rights Commission 2002. The Stationery Office
- BS 8300:2001. Design of buildings and their approaches to meet the needs of disabled people – Code of practice. BSI
- BS5588-8 1999 Fire precautions in the design, construction and use of buildings. Part 6: Code of Practice for means of escape for disabled people. (Is being revised and expanded and will be BS 9999). BSI
- BSEN 81-70:2003 Part 70: Accessibility to lifts for persons including persons with disability. BSI
- Building Regulations Approved Document M 2004 Access to and Use of Buildings. The Stationery Office
- Improving Facilities for Disabled Supporters (1998). Football Task Force
- Guide to Safety at Sports Grounds ('Green Guide') 1997. The Stationery Office/ DCMS/The Scottish Office
- Leaving the Trackside (1998). Football Foundation
- Traffic Advisory Leaflet TAL 05/95: Parking for Disabled People. DETR

A Guide to Grounds for Disabled Supporters (2001)	Football Foundation/ National Assoc. of Disabled Supporters
The Hillsborough Stadium Disaster: Final Report by Lord Justice Taylor (Cond. 692 1990)	The Stationery Office
Planning and Access for Disabled People – A Good Practice Guide 2003	Office of Deputy Prime Minister Publications PO Box 236 Wetherby LS237NB
National Guide to Facilities for Disabled Football Supporters (1997)	Football Foundation
Addressing the Requirements of Part III of the Disability Discrimination Act 1995 – A Management Guide for Football Clubs R. Wood 2003	The Football Association
New Metric Handbook Planning and Design data (1999)	Butterworth Press
Designing for the Disabled Selwyn Goldsmith (1997)	Royal Institute of British Architects
Training Package for Stewardship (Module No. 7) March 2003	The Football Association
Sign Design Guide: A Guide to Inclusive Signage (JMU Access Partnership)	Sign Design Society
Graphical Symbols and Signs BS 8501:2002	BSI

Organisations and Agencies

Access Association (AA)

Walsall M.B.C
Civic Centre
Darwall Street
WS1 1TP
Tel. 01922 652010
www.accessassociation.co.uk

British Standards Institution (BSI)

389 Chiswick High Rd
LONDON W4 4AL
Tel. (Information Centre) 020 8996 7111
www.bsi-global.com

Centre for Accessible Environments (CAE)

60 Gainsford St
LONDON SE1 2NY
Tel. 020 7357 8182
www.cae.org.uk

Disability Rights Commission (DRC)

222 Grays Inn Road
LONDON WC1 8HL
Tel. 020 7211 4110
Tel. 08457 622 633 (Help Line)
www.drc-gb.org

Disabled Living Foundation (Aids and Equipment)

380-384 Harrow Road
LONDON W9 2HU
Tel. Helpline 0870 6039177
www.dlf.org.uk

Football Association (FA)

25 Soho Square
LONDON W1D 4FA
Tel. 020 7745 4545
www.thefa.com

**Football Foundation/Football Stadia Improvement Fund
(FF/FSIF)**

25 Soho Square
LONDON W1D 4FF
Tel. 020 7534 4210
www.footballfoundation.org.uk

Football League

11 Connaught Place
LONDON W2 2ET
Tel. 0870 4420 1888
www.football-league.co.uk

Football Licensing Authority (FLA)

27 Harcourt House
19 Cavendish Sq.
LONDON W1G 0PL
Tel. 020 7491 7191
www.flaweb.org.uk

MENCAP

123 Golden Lane
LONDON EC1Y 0RT
Tel. 020 7454 0454
www.mencap.org.uk

National Association for Disabled Supporters (NADS)

NADS
South D.O.
Manchester M20 5BA
P.O. Box 141
www.nads.org.uk

National Register of Access Consultants (NRAC)

Nutmeg House
60 Gainsford St
LONDON SE1 2NY
Tel. 020 7234 0434
www.nrac.org.uk

Premier League (PLFA)

11 Connaught Place
LONDON W2 2ET
Tel. 020 7298 1600
www.premierleague.com

RADAR

12 City Forum
250 City Rd.
LONDON EC1 8AF
Tel. 020 7250 3222
Minicom 020 7250 4119
www.radar.org.uk

Royal Institute of British Architects (RIBA)

66 Portland Place
LONDON W1B 1AD
Tel. 020 7580 5533
www.architecture.com

Royal National Institute for the Blind (RNIB)

105 Judd Street
LONDON WC1H 9NE
Tel. 020 7388 1266
www.rnib.org.uk

Royal National Institute for Deaf People (RNID)

19-23 Featherstone St.
LONDON EC1Y 8SL
Tel. 020 7296 8000
Textphone 020 7296 8001
www.rnid.org.uk

It is now over 11 years since the Football Stadia Advisory design Council published 'Designing for Spectators with Disabilities'. This publication is now out of print and much has happened since that date through studies, reports and legislation. Whilst this new publication concentrates upon design and provision for disabled spectators at stadia and their particular needs, the removal of physical barriers, facility improvements at existing stadia and well considered design solutions at new stadia will create and provide more inclusive facilities and accessibility for all people who attend sports events.

This comprehensive publication brings together the background information central to this topic and lays out clearly the requirements and obligations of the Disability Discrimination Act 1995 (DDA), related codes of practice and key sources of reference. It will provide an invaluable source of information and guidance for developers, management, designers and access consultants.

Part One: Legislation and References

Part Two: Facilities

Part Three: Access Audits and Accessibility Appraisals

Part Four: Appendices

- Worked Examples.
- Key References.
- Organisations and Agencies.



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