



Level Playing Field

MATCH BUDDIES
TOOLKIT

Promoting Good Access For All Fans



Welcome to the LPF Match Buddies Toolkit ...





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About Level Playing Field

Level Playing Field (LPF) was established in 1998 as The National Association of Disabled Supporters (NADS). In March 2011 NADS changed its trading name to Level Playing Field. We feel this name better embraces the social model of disability and our works and projects.

Level Playing Field, a registered charity in England and Wales, acts as a campaigning and advisory organisation to its membership across all sports.

We work together with our partners to share good practice, raise awareness and promote improved access to sports stadiums for disabled fans and disabled people who aspire to be match-going fans, non-match day visitors and/or employees/volunteers at clubs/stadiums.

Our wide-ranging membership includes professional clubs, equality and disability NGOs (non-government organisations) and governing bodies alongside disabled supporter groups, their advocates and individual members.

LPF believe that being a disabled person is a social issue and that an individual only becomes disabled because of the social, attitudinal and environmental barriers that the individual faces (this is known as the social model of disability).

Our efforts are focussed on removing these barriers within football and other sports. LPF and its members will know they have succeeded when:

- All fans can enjoy an equal experience at live football matches and other sports events;
- All stadia and sports venues are fully accessible and inclusive;
- All customer and/or fan services are equal and inclusive;
- Disabled people are seen as customers with a commercial value.





About Level Playing Field

We are guided by the following principles:

- Anti-discrimination - so that disabled people do not face discrimination arising from poor or misinformed practice.
- Equality of opportunity or making things fairer - for disabled people in every aspect of their contact with football clubs.
- Increasing the independence and choices that disabled people have.
- Individual needs / Diversity - recognising that a disabled person is an individual who, like all others, has his or her own needs, abilities, human rights and responsibilities.
- Integration/inclusion – such that services are made accessible to disabled people and offer choice.
- Involvement in decision-making - so that disabled people, and/or their advocates, are consulted before decisions which affect them are made.

The social model of disability explains that it is social and physical 'barriers' that cause 'disability' not impairments. LPF is working to remove the barriers that currently exclude disabled people.

These barriers can be:

- Prejudice and stereotypes.
- The way things are organised and run.
- Little or no access to information, buildings and transport.

The LPF key objectives are to:

- Be a voice for all disabled fans.
- Promote an inclusive agenda and ensure an equality of experiences for all fans.
- Enable more disabled people to attend live football and other sporting events.
- Raise disability and access awareness through football and other sports.
- Utilise the unique voice of football to raise awareness and improve the situation more widely across our society.

What is an LPF Match Buddies Scheme?

The key objective of a LPF Match Buddies scheme is to take a partnership approach to matching a disabled person with a volunteer 'buddy' who shares their passion for a sport, for the purpose of simply enjoying the game, the socialising and the atmosphere together, just like anyone else (Buddies are intended to be friends, not carers/helpers).



This has a number of important positive social outcomes, including:

- Connecting fans - social integration of disabled fans and in particular those with learning difficulties and mental health conditions into the wider community.
- Positively raising disability awareness amongst wider fan bases.
- Breaking down perceived barriers, stereotypes and the fear of the unknown by sharing and watching live sports together.
- Educating and strengthening local communities.
- Empowering disabled and non-disabled people and building their self-esteem.
- Establishing lasting friendships beyond match days.
- Acting as a catalyst to long-term education and employment opportunities by recruitment of volunteers and disabled people.



Match Buddies Pilot Project - How to set up a scheme

In 2012, LPF conducted a one year Match Buddies Pilot Project funded by the Football Stadia Improvement Fund (FSIF) Fans' Fund. During the pilot, we aimed to develop and test a structure for establishing Match Buddies schemes within Football Clubs.

In brief, our pilot project overview included:

- Building a framework to roll out the pilot project (with a view to a broader national roll out of Match Buddies beyond the pilot phase).
- Identifying three regions in which to set up pilot Match Buddies schemes and recruiting key partners (e.g. clubs, fans groups, Primary Care Trusts, Learning Disability Partnership Boards, local charities) willing to implement and support the project locally.
- Extending local partnerships to include fans with learning difficulties and mental health conditions and looking at the possibility of extending the buddy service to include other groups of disabled fans who may not currently be able to attend match days due to the lack of someone to go with them.
- Working with each pilot Match Buddies scheme to establish steering groups and partnership launch plans.
- Assessing and compiling the lessons learnt during the Match Buddies Pilot Project and preparing a toolkit that can be shared with other regions wishing to implement a similar project.
- Seeking funding for a year 2 roll out of Match Buddies in further regions



How to set up a Match Buddies Scheme

In this section of the toolkit (pages 7-16) we share the model we developed for setting up Match Buddies schemes during our pilot project. This forms a step-by-step guide to starting your own Match Buddies scheme.

As you would expect, setting up a scheme requires some administration and record keeping, and during the pilot we developed some proformas and templates for this purpose. These are referred to in this section of the toolkit. The documents themselves are provided on pages 17-22.

You are welcome to reproduce and adapt these for your own use.

Deciding if Match Buddies is for you

If you're thinking of setting up a Match Buddies scheme, the first crucial step is to carry out some research and investigation to ensure that there is sufficient need in your area.

You can do this by:

- Asking around at the specific club or sports organisation at which you're interested in basing a scheme. For example, you may consult with the club's Disability Liaison Officer or Equality Officer (should one be in post), or a local disabled supporters group.
- Asking around in the wider local area - there may already be a similar scheme in operation. If so, you may be able to work together to extend the existing scheme to include the club or sport you are interested in. For example, one central Match Buddies Steering Group could potentially govern several schemes in their local area, perhaps at a football club, a rugby club and a cricket club. (You'll learn more about Steering Groups as you work through the toolkit).
- Reading recent surveys/research already conducted with local disabled people about the types of activities they would like to participate in. During the pilot we found research had often been carried out by disability led organisations in the voluntary sector or those who provide services directly to disabled people, either in the social services or health services.

Your local social services department is likely to have information about who has done this type of work in your area. Your nearest Council for Voluntary Service could also help to signpost you to local disability organisations. If no recent surveys exist, you may like to carry one out - the organisations mentioned above may be able to assist.

- You can also look at Census information to discover the statistics relating to numbers of disabled people in the local area (visit www.neighbourhood.statistics.gov.uk/dissemination/ for more information). You may also find it helpful to consult the Social Deprivation Index statistics, which indicate communities in need of a variety of social support (download www.gov.uk/government/uploads/system/uploads/attachment_data/file/68711/1871208.pdf for more information).



In our pilot scheme, we put out a national call for football clubs interested in setting up a Match Buddies scheme, and supported them in using the criteria above to determine need in their area.

We went on to work with three clubs in the London, Midlands and South West regions, where a need for Match Buddies had been strongly identified.



Gaining Support and Funding

Once a need for a scheme has been confirmed, the next step is to gain both practical support and funding for the project.

Developed in our pilot, the organisational model for running a Match Buddies scheme centres on a number of local partners willing to support and implement a scheme coming together to create a Match Buddies Steering Group. This is a multi-disciplinary committee responsible for setting up and overseeing the project. At this early stage, you will want to find out if there is sufficient and reliable interest from potential Steering Group members who are willing to meet to discuss your idea and look at ways of taking it forward. Ideal local Steering Group members include:

- Management/other staff from the sports club or organisation at which you'd like to base the scheme. This may include a Disability Liaison Officer, Equality Officer and/or a Community Trust or Foundation Worker (you will need to enquire about which job roles are held at the particular organisation).
- Members of disabled supporters groups, and other supporters groups.
- People or organisations in touch with disabled people or their advocates, such as charities, local authority social care services and health services. This may include members of the local Learning Disability Partnership Boards or NHS Primary Care Trust.
- Members of your Local, Town or City Council.
- Local organisations used to recruiting and managing volunteers, including the administration of Disclosure and Barring Service checks (DBS checks).
- Organisations interested in developing adult learning or employment opportunities, such as Job Centre Plus or your local Adult Learning Provider.

Recruiting interested partners goes hand in hand with gaining funding, as funding may come directly from bodies willing to undertake some of the work involved in setting up and running a scheme. This was evidenced in our pilot, when at this stage of the process, our London club (West Ham) and our Midlands club (Birmingham City) proposed to self fund their Match Buddies projects, while working with both new and existing partners in their communities to form multi-disciplinary Steering Groups.

Two colleagues from our smaller South West club worked hard at this stage of the process, but found that within the hours they had available to dedicate to the scheme, they were unable to recruit the potential partners and funding needed to ensure its effective launch and management. It was not viable in terms of the cost of staff time for the club to carry on along their current Match Buddies path, so for the time being, the club has put its plans on hold.



Gaining Support and Funding (continued) ...

In terms of our pilot, this provided us with some important information - we now knew that we would need a way to support other smaller clubs who may find themselves in a similar situation when we came to roll out Match Buddies nationally. So, in our new roll out business plan, we have factored in additional time for our Match Buddies Officer to seek out local funding solutions to support new schemes within smaller venues, including staff costs during the initial “gaining support” period.

You’ll need to think about how much your Match Buddies scheme will cost and how you will find, meet and account for these costs.

The following will need to be considered:

- Administration costs, including the cost of DBS checks for Match Buddies.
- Meeting expenses such as room hire and travel expenses (if these are to be reimbursed).
- Any staff time costs incurred (e.g. for the on-going co-ordination of the scheme - publicity and recruiting, selecting and matching the buddies).

Match Buddies schemes can be effectively run with a mixture of money and help-in-kind (where people offer help in some way without payment). As schemes are run by multi-disciplinary partners, this is likely to come from a number of sources. For example, in our pilot, a football club met the monetary cost of the scheme, while a number of partners gave help-in-kind in terms of their time spent in Steering Group meetings and carrying out tasks such as consulting with disabled football fans about what they wanted from the scheme. Other examples include organisations donating rent free rooms for meetings, and local businesses providing free advertising space to publicise a scheme.

Should you need to apply for funding for your project, possible funding streams include:

- Local grant funding awarded within your specific community - the local library will normally have a directory of such grants with details of how to apply.
- Grant funding awarded to your specific area of interest by Trust Funds or Grant Making Bodies. These may be looking to award funding to exactly the kind of service offered by a Match Buddies scheme (e.g. in support of social inclusion, or to certain groups of disabled people, or in connection with the sport you have chosen, etc). You’ll find details in The Directory of Grant Making Trusts, usually available in reference libraries and often at your Local Council for Voluntary Service. There are also grant finding websites online, however, some charge a subscription fee.
- Lottery funding - visit www.lotterygoodcauses.org.uk/funding-finder
- Donations from individuals (this may even include Buddies themselves), organisations or businesses - both locally and nationally.



Gaining Support and Funding (continued) ...

Funding criteria changes regularly, so it's important to ensure that your research is up-to-date. Applying for funding can take some time, and you will normally be asked to provide various types of evidence. Many funding bodies are happy to have an initial chat over the phone to see if yours is the type of project they will consider before you embark on the application process, so do check for this.

Thinking about the following in advance will help you to identify possible sources of funding, and to be prepared to answer initial questions about your project:

- How much money are you looking for?
- How did you identify a need for this project in your area?
- How will you involve the disabled people who will use Match Buddies in the design and setup of the project?
- What difference will the project make to disabled people or others? (These differences may be called "outcomes". You may like to refer to page 17 of this toolkit to prepare your answer).
- What help-in-kind have you got in place?
- What other streams of funding have you already secured or applied for?

The job of a funding application can be shared by a small group of people, as long as communication between them is effective. The closer the match between your project's work and the funder's criteria the better.

Sometimes it's possible to access funds to test out on a small scale whether a project such as Match Buddies could work in your area. Local statutory authorities (health and social services and even district councils) may have smaller amounts of money they are finding it hard to spend (because it needs using quickly, or it is quite small and they haven't found a project yet). It's always worth asking. Some disabled people (or their carers) are able and choose to receive direct payments – these are cash payments which allow the user to decide on which services they want to use their allocated social service funding provisions.

"Payments... can be used for social activities - visiting friends, evening classes and college courses, gardening - as well as for assistance to access training and employment. One of the most exciting aspects of direct payments is their adaptability. Service users can use them to organise their care in a whole range of new and more effective ways.

Indeed, local authorities are encouraged to explore innovative and creative options for meeting people's needs. The possibilities seem almost endless." (Source: Direct Payments Answering Frequently Asked Questions, www.scie.org.uk/publications/guides/guide10/questions/question03.asp)

Setting up a Steering Board - Safeguarding and Protection

Once funding is in place, you'll be in a position to launch your Match Buddies Steering Group, which will oversee the scheme.

During the pilot, we developed draft Steering Group Terms of Reference, to help guide our clubs as they determined how their Steering Group would function.

This document is provided for your use/adaptation on page 18.

Once a Steering Group is up and running, initial important jobs include carefully considering how the scheme will approach the safeguarding and protection of vulnerable people who may use the scheme, the recruiting and inducting of buddies, the matching and introducing of buddies and the monitoring and evaluation of the scheme.

Safeguarding and Protection

It's crucial for Match Buddies schemes to take the appropriate steps to ensure that users are safeguarded and protected. Steering Groups need to carefully:

- Decide and document how this will be achieved.
- Take the appropriate action.
- Monitor and review the effectiveness of the action regularly and on an on-going basis, taking steps to improve systems whenever necessary.



If the scheme is based at a club, there will be existing policies and procedures in place, and it will be necessary to consider both how the scheme will comply with these and whether further policies and procedures are needed to fully cover the specific activities of the scheme.

Read on for examples from our pilot.

Recruiting and Inducting Buddies

During the pilot, we prepared a template for the recruitment of Match Buddies. This is provided for you to use/adapt on page 17. Our clubs were able to use the template to attract interest from both disabled and non-disabled people who may like to become a buddy. The wording concisely outlines what a Match Buddies scheme is and invites people to get in touch for further information.



Our clubs put out their calls for interest in a range of ways, including on their websites and in their match day programmes. Some local media organisations were also willing to feature a Match Buddies call out as a news item, with our template used as a basic press release.

Word of mouth also proved important, with Steering Group members spreading the word to their own contacts - this worked especially well among disabled fans groups and other fans groups.

From our pilot experience, we recommend using a wide range of ways to call for interest (both internal and external, e.g. in a club's programme and in a newspaper) in order to attract both existing fans who already attend sport, as well as those who currently do not attend because of the lack of a friend to accompany them.

We included a short statement in our call for interest which let potential buddies know right from the start that for safeguarding and protection reasons, they would be required to have a CRB check (Criminals Records Bureau check) before becoming a buddy. Please note that the Criminals Records Bureau is now called the Disclosure and Barring Service (DBS), and CRB checks are now called DBS checks. It's important to factor the cost of DBS checks into your budget, and to be clear on how they will be administrated. It may be the case that an organisation within your Steering Group membership already conducts such checks and would be willing to carry out the administration for your scheme. (All of our pilot clubs had existing in-house systems for carrying out checks that could be extended to Match Buddies). You can access full information about conducting DBS checks at www.gov.uk/disclosure-barring-service-check/overview

It's important to plan carefully for the selection and induction of new buddies to the scheme. For example, at one of our pilot clubs it was agreed that the club's Safety Officer and Child Protection Officer would work together to achieve this. This proved to be a lengthy process - it takes time for the appropriate people to meet, to agree procedures and then to gain approval from management.

As a result, the club pushed back the launch date they were originally aiming for, and full launch hadn't taken place by the end of our 12 month pilot period. However, LPF is staying in touch with all the clubs involved in the pilot to continue to offer support. As a result, remaining a source of support beyond start up for all future schemes has been written into our national rollout business plan. (You can read more about this on page 23).



Recruiting and Inducting Buddies (continued) ...

Key points for a Steering Group to consider include:

- The information that will be given to potential buddies about the scheme when they respond to a call for interest. In the pilot this usually involved a chat on the phone and sending out some additional information, such as a leaflet about the scheme. If still interested, potential buddies were invited to meet an appointed member/s of the Steering Group. (It's important to ensure that your methods of communication meet the individual needs of your potential buddies).
- The processes for meeting potential buddies, for answering their queries and for deciding whether to formally invite them to take part in the induction for the scheme, subject to a successful DBS check. For example, you may ask non-disabled buddies to talk through what they understand the aims of the scheme to be at a meeting (to check their understanding), in addition to asking for references.
- How, where and when induction for new buddies will take place (bearing in mind that induction for new recruits will still be needed on a regular basis after the initial launch of the scheme).
- What will be covered in the induction, including the role of the buddy and the limits of the buddy's role (such as not carrying out personal care) as agreed by the Steering Group, how buddies will be matched and introduced (see page 15), the processes for monitoring and evaluating (see page 16) and how to gain assistance if needed during time spent with a buddy. (For example, in one of our pilot clubs, assistance could be gained from two match day Stewards who had been trained in meeting the needs of disabled fans. In another club, assistance would be available from the Disability Officer, who is present on match days).

There may also be a talk by a setting's own Safety Officer, if one is in place. Information about practicalities such as accessible routes around the premises will also be needed, and questions or concerns raised by potential buddies answered. It's worth noting that it's quite common for non-disabled buddies to be a little unsure about what is considered acceptable language when it comes to talking about disability, and to feel apprehensive about "saying the wrong thing" and offending their buddy. We recommend using the LPF factsheet "How to Interact with a Disabled Person" at the induction to initiate a discussion about this. You can access the factsheet at www.levelplayingfield.org.uk/lpf-guidance.

- What will happen after the induction. (See Matching and Introducing Buddies on the next page).



Matching and Introducing Buddies

Steering Groups need to develop their own procedures for matching up buddies and for introducing them to one another. Our pilot research showed that this can be successfully achieved by having an appointed administrator responsible for keeping a register of buddies. The contact details of the administrator are distributed to all of the buddies, and each gets in touch at regular intervals with the dates on which they are available to meet a partner at a game.

The administrator then makes pairings and informs the buddies of these. A meeting point for the game is also given. With agreement of both buddies, phone numbers may also be exchanged. If buddies have not been paired together before, an administrator might arrange a meeting at the venue in a social place before a game, e.g. meeting for a coffee and a chat at a fan's club, where a Steering Group member will be on hand to make an introduction.

It's helpful for an administrator to hold some basic information about the needs and attributes of individual Match Buddies to facilitate good pairings. For example, it may be possible to pair a Deaf buddy with someone who knows British Sign Language, or a buddy with a learning difficulty with someone who has experience of this. (In time, many buddies are likely to request to be matched with a particular person they've met before, should they be free to meet up with them again).

On an on-going basis, we suggest that brand new buddies first take part under the wing of an existing, more experienced buddy. For example, a new Match Buddies pairing may watch a football match alongside an established Match Buddies pairing. Or, a new non-disabled buddy may join with an existing pairing to make up a group of three. This will allow new buddies to build up their confidence gradually. It may also flag up occasions when a new non-disabled buddy needs more support before pairing up with a disabled buddy alone - for example, the experienced buddy may suggest that the new buddy would benefit from further information about appropriate ways to communicate, and feed this back to the Steering Group. (See the Monitoring and evaluation section on page 16).

In a brand new scheme where all buddies are new, a member of the Steering Group may wish to co-buddy with new pairings initially; this may be done on a group basis. For example, in the pilot, one of our clubs made plans for Steering Group members to each meet up with and support two buddy pairings on the match day launch of their scheme. It was possible to manage the seating allocations so that each group of five could sit together.

Monitoring and Evaluation

All Match Buddies Steering Groups need to establish procedures for monitoring and evaluating their schemes for quality assurance purposes. It is of course important that the information collected is then actually used to inform the way in which the scheme is run on an on-going basis.



In the pilot study, clubs agreed:

- When and how they would regularly collect information relating to the quality of experience provided for individual buddies. (Including how the communication needs of all buddies would be met during the process).
- When, in a Steering Group meeting, they would discuss this information and plan/implement any action that was to be taken as a result (e.g. improving the quality of information about the scheme given during an induction for buddies).
- How they would monitor the effectiveness of any action taken (e.g. by surveying buddies on the next induction about the quality of the information they received).

On page 20 you'll find our template questionnaire which you can use/adapt. You can access an easy-read version of this at: www.levelplayingfield.org.uk/matchbuddies



Proformas and templates for your use

Calls for Interest Templates

Call for disabled and non-disabled Match Buddies:

Here at [name of club] we are setting up a Match Buddies scheme. Match Buddies takes a partnership approach to matching a disabled person with a volunteer 'buddy' who shares their passion for a sport, for the purpose of simply enjoying the game, the socialising and the atmosphere together, just like anyone else.

If you are interested in hearing more about the scheme, please do get in touch with [name of contact], telephone [xxx], email [xxx]. Volunteer buddies will be required to have a DBS check. This will be organised by [the Match Buddies Steering Group / the club] and is undertaken to help safeguard vulnerable people who may use the Match Buddies service.

Call for partners to support Match Buddies

Here at [name of club] we are setting up a Match Buddies scheme. Match Buddies takes a partnership approach to matching a disabled person with a volunteer 'buddy' who shares their passion for a sport, for the purpose of simply enjoying the game, the socialising and the atmosphere together, just like anyone else. To help deliver the important social outcomes of the project, we are looking for specialist local partners to work with, including professionals and organisations in touch with disabled people or their advocates, including charities, local authority social care services and health services, sports clubs and fan associations, to help deliver the important social outcomes of the project.

Social outcomes of the project include:

- Connecting fans - social integration of disabled fans into the wider community.
- Positively raising disability awareness amongst wider fan bases.
- Breaking down perceived barriers, stereotypes and the fear of the unknown by sharing and watching live sports together.
- Educating and strengthening local communities.
- Empowering disabled and non-disabled people and building their self-esteem.
- Establishing lasting friendships beyond match days.
- Acting as a catalyst to long-term education and employment opportunities by recruitment of volunteers and disabled people.

If you are interested in hearing more about the scheme and would like to discuss how we may work together, please do get in touch with [name of contact], telephone [xxx], email [xxx]. We look forward to hearing from you.



Proformas and templates for your use

Proforma Steering Group Terms of Reference

Match Buddies Group Title []

Steering Group Purpose

The purpose of the Match Buddies Steering Group is:

- To enable more disabled people to enjoy live sports events and matches in [area].
- To gain a shared understanding of the Match Buddies project aims for [area] and to work collectively to meet those aims including identifying:
 - i) Which social inclusion priorities are being addressed
 - ii) Which disability groups are to be included
 - iii) Which sports are to be included
 - iv) Within which geographical areas the project will work
- To understand and share the tasks required to be able to launch a Match Buddies project in [area] and to share responsibility for those tasks. This includes ensuring the safeguarding and protection of those participating in the scheme.
- To acknowledge and respect individual and respective skills and resources that different representatives can bring to the success of Match Buddies.
- To work towards the launch of a Match Buddies project in [area] within [time scale].
- To monitor, evaluate and manage a high quality Match Buddies scheme on an on-going basis.

Membership

Membership of our Match Buddies Steering Group will include:

- [specific or] disabled people, sports clubs, local voluntary agencies, local authority and health representatives
- We may also consider co-opting learning or employment pathway providers and research partners.



Proformas and templates for your use

Proforma Steering Group Terms of Reference (continued) ...

Meeting frequency

We will meet[how often] for[duration] until such point as our Match Buddies project is successfully launched. Thereafter, we will meet.....[how often] for[duration] throughout [the year / the season].

Meeting Co-ordination, Servicing & Chairing

[xyz] will be responsible for arranging the space/room for meetings, and for ensuring that all people know the place, date and time of each meeting and that attendees' access requirements are met.

[xyz] will be responsible for the minuting of each meeting and for ensuring that papers (agenda, minutes and any attachments) are circulated to all members before each meeting. The objectives of each meeting will be included on the agenda.

The Chairing of our steering group will be undertaken by [xyz] [or will be circulated].

The quorum (number of Steering Group members needed to be present to be able to agree decisions) is [xx]

A member may be asked to leave the Steering Group in the following instances [e.g. non attendance, conflicts of interest]

In order to disband, the Steering Group will need [e.g. 75% of the Steering Group to be in agreement, written notification signed by those members sent to xyz].



Proformas and templates for your use

Monitoring Proforma

Some questions below ask you to rate the quality of your Match Buddies experiences from nought to five. Please circle the appropriate number. 1 = poor, 5 = excellent.

Please tick the appropriate answer.

Are you a disabled Match Buddy or a non-disabled Match Buddy? **DISABLED / NON-DISABLED**

.....

Did the Match Buddies induction tell you all you needed to know about the Match Buddies scheme? **YES / NO**

.....

Were questions you had during the induction answered fully? **YES / NO**

.....

How would you rate the overall quality of the induction? **1 2 3 4 5**

.....

Is there anything we could do to improve the induction programme?

Did you receive the support you needed to complete your DBS forms? **YES / NO**

.....

Overall, how would you rate our process for pairing up buddies? **1 2 3 4 5**

.....

How long did you wait to be paired with a buddy after your induction and successful DBS check?

.....

How successful have the buddy pairings you have experienced been? **1 2 3 4 5**

.....

How could buddy pairings be improved?

Please tell us about the benefits you have experienced as a result of becoming a Match Buddy (e.g. the difference it has made to you on match days):



Proformas and templates for your use

Monitoring Proforma (continued) ...

How would you rate the way in which you were introduced to your buddy on the first meeting?

1 2 3 4 5

Could we do anything differently to help you get to know a buddy you have been paired with?

How comfortable did you feel in the company of your buddy on the first meeting? (One being "not at all comfortable", 5 being "completely at ease")

1 2 3 4 5

How comfortable do you feel in the company of your buddy now? (One being "not at all comfortable", 5 being "completely at ease")

1 2 3 4 5

What advice would you give to new buddies about to meet for the first time?

Have you been given the opportunity to join the Match Buddies Steering Group or to attend a Steering Group meeting? YES / NO

If you have taken part in the Steering Group or attended a Steering Group meeting, please rate the overall experience

1 2 3 4 5

What could we do to improve the experience of taking part in the Steering Group or attending a Steering Group meeting?

Have the Match Buddies Steering Group consulted with you about issues that affect you (perhaps in conversation or via a questionnaire)? YES / NO

If yes, did you feel comfortable/supported to fully share your views? YES / NO

Would you like to be more involved with the Match Buddies Steering Group or decision making processes? YES / NO



Proformas and templates for your use

Monitoring Proforma (continued) ...

What three things would you most like to change about Match Buddies?

1)

2)

3)

Please tell us if you would recommend becoming a Match Buddy to a friend, and the reason for this?

Does Match Buddies communicate with you in a way that meets you needs? **YES / NO**

If not, what can we do differently?

Lastly, is there any other feedback you would like to share with us?

Many thanks for completing the evaluation. You do not need to give your name, but if you would like us to discuss any of the issues you've raised with you, please give it below.

Name (optional):



The Future for Match Buddies

Level Playing Field plan to build on the Match Buddies foundations laid during the pilot project. We are currently seeking funding to continue the roll out of Match Buddies in more sports clubs across the country.

If you would like more information about this, or if you'd like to discuss any aspect of the toolkit, please do contact us.

Contact details:

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Chester CH4 9QR

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