



Annual Fan Survey 2025

summary report

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Annual Survey overview



Level Playing Field is a registered charity in England and Wales, that exists to improve the experiences of disabled fans attending live sporting events. As a leading campaigning and advisory charity, we work with both fans and organisations across all sports to help drive these improvements.

One of the key ways that we do this, is by engaging with disabled spectators to better understand their experiences and to ask what they require on matchdays. The annual survey helps us to gather this information and is a key opportunity to collect essential data. This is the fifth year we have run the survey, and once again we are delighted and thankful to have received our highest-ever response rate, which allows us to draw key insights from a wide representation of disabled fans from diverse backgrounds, perspectives and lived experiences.

The survey was conducted online and was sent out to disabled supporters through disabled supporters' associations (DSAs), industry contacts and also via social media. The survey was live for a month, and all responses were anonymous, unless the respondent chose to give their name.

This report summarises the results of the survey and compares many of these results with the last four years' findings. Throughout this report, the term 'pp' will be used as an abbreviation for percentage points when comparing percentages. For example, an increase from 10% last year to 15% this year would be 'Up 5pp'.

The results of the survey will be used to advise clubs on how best to improve the matchday experience of disabled fans. It will also be used to advise governing bodies, DSAs and non-disabled supporter groups on disability access & inclusion.



Key findings

Accessible Parking importance

Of the 61.5% of disabled fans who would benefit from accessible parking, 76% said that it was either 'very important' or 'extremely important' to their matchday. In fact, 29% of them said that they had missed a match or matches due to a lack of suitable accessible parking.



Additionally, 12% said that they require accessible parking but that it is too expensive for them.

Other travel barriers

To compound the issue of disabled fans getting to matches, the inaccessibility of public transport continues to be a growing barrier. More respondents have identified it as an issue in each of the 5 years of the annual survey.



Similarly, the percentage of fans who said that being 'unable to travel to stadiums' was a barrier has also increased year-on-year. From 15.5% of fans in 2021, up to 20% of fans this year.

PA/companion tickets

The number of supporters who said that they would benefit from the option to bring a PA/companion to matches has increased to 56.5% - well over half of fans.



At the same time, there has been an increase in the number of fans who have said that having 'no access to a PA/companion ticket' is a barrier to attending. Up from 13% of fans last year to 16% of fans this year.

About the respondents

Disabilities represented



Fans were given the opportunity to provide an additional set of responses for a second team that they support, meaning that we received 2151 survey responses from 2004 individual fans, who between them support 173 different clubs. This response rate is up 5% from last year.

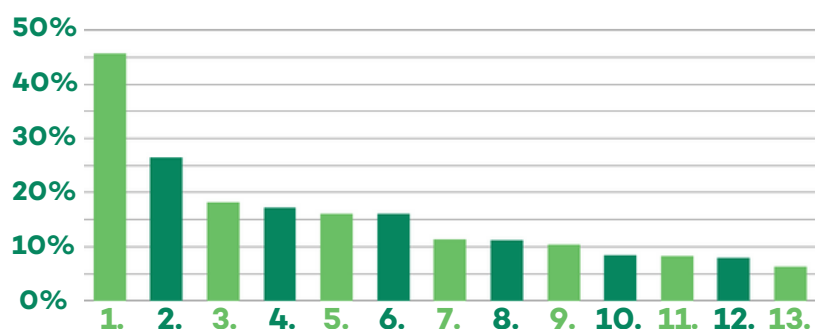
2151 survey responses

The first few questions of the survey were about these fans who took the survey. Shown below and on the following pages are the results for their age, disability and how often they attend live sport, with previous year comparisons.

Disabilities represented

We asked supporters 'What do you consider your disability to be?' and provided them with several disability categories to select from. Respondents were asked to select all categories that applied. This question was optional, but was answered by 94% of respondents. The results are shown below.

Figure 1: Disabilities represented



1. Ambulant disability - **46%**
2. Wheelchair user - **27%**
3. Neurodivergent - **18%**
4. Non-visible disability - **17%**
5. Mental health condition - **16%**
6. Pain or nerve related - **16%**
7. Hearing disability - **11%**
8. Fatigue/low immunity - **11%**
9. Neurological condition - **10%**
10. Sight disability - **8%**
11. Digestive condition - **8%**
12. Learning disability - **8%**
13. Motor skills/speech related - **6%**

Overall, there are a wide range of disabilities represented by the survey, and many respondents selected multiple categories. As with previous years, the highest represented disability categories were ambulant disabled people (46%) and wheelchair users (27%).

About the respondents

Ages & leagues represented



There were a significant number of respondents who selected the option 'Other - please specify'. The written responses for this option included cancer and also breathing disabilities such as COPD and Asthma. For the purposes of this survey, we would consider these to be Non-visible disabilities, which may mean that there is a higher representation of respondents than the 17% listed.

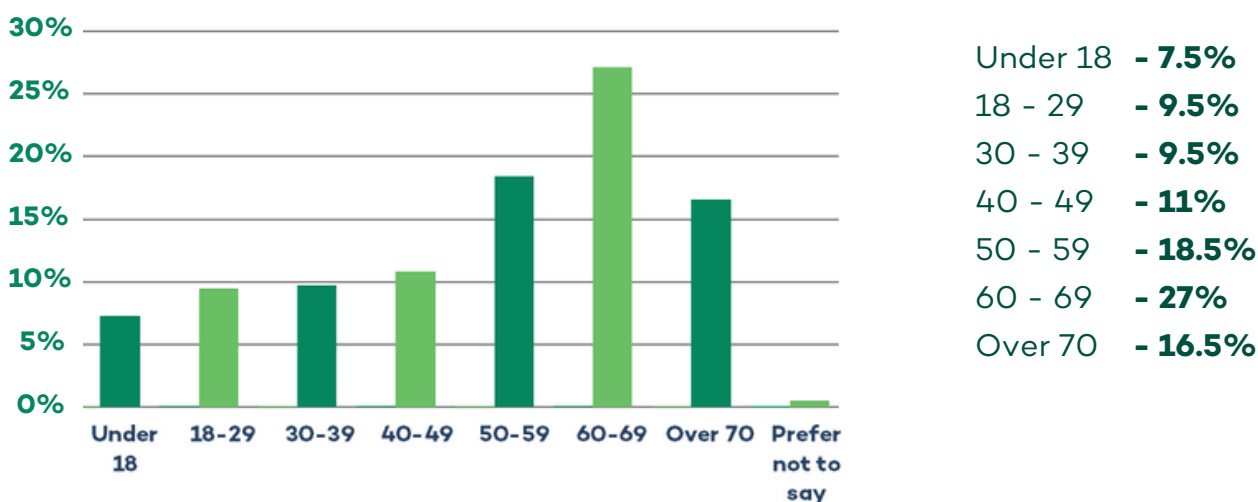
Overall, results were largely consistent with those from the 2024 survey, with no more than a 2pp difference across any of the disability categories.

Ages represented

There was a good spread of ages represented in the survey, with over 180 respondents from each age bracket, except under 18s. The results are similar to previous years, however, there was an increase of 4pp in respondents over the age of 60, compared to last year. In fact there has been a year-on-year increase since 2022 in the proportion of survey respondents over 60. From 34% in 2022 up to 44% this year. This may indicate that the average age of disabled fans attending live sport is increasing.

The full results are shown below.

Figure 2: Ages represented



About the respondents

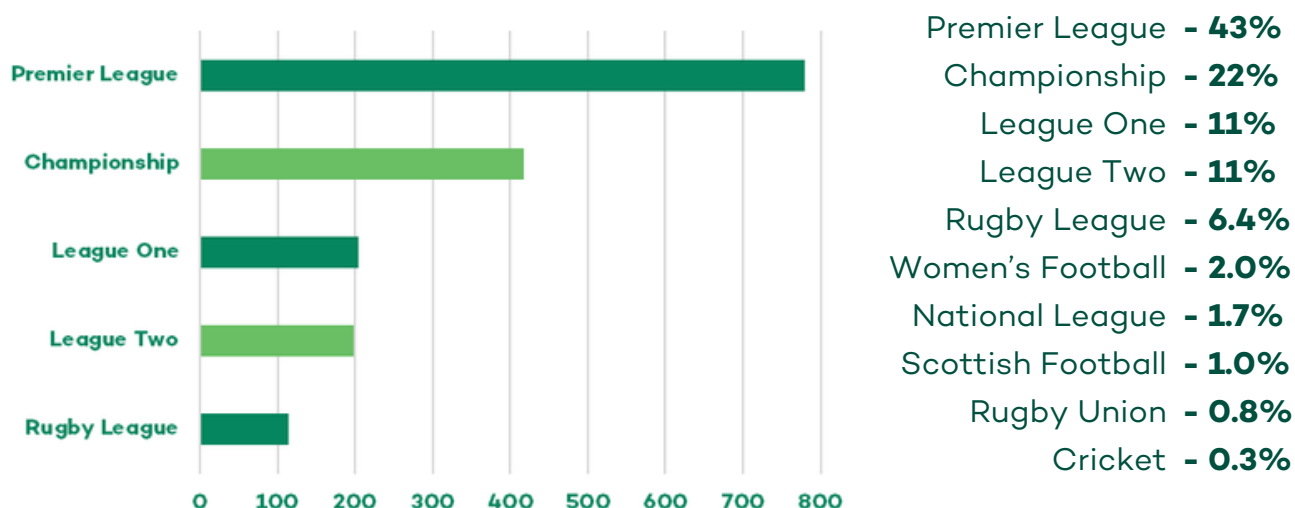
Ages & leagues represented



League and Sport breakdown

We asked respondents to identify which team they support. The chart below shows how many respondents there were to the survey from different individual leagues within football and also from other sports.

Figure 3: Number of survey responses by league/sport



The 2025 survey saw another increase in the number of responses overall. There were also record response numbers from fans of Rugby League clubs (122 responses), Rugby Union clubs (15 responses), and Women's Football clubs (38 responses).

Whilst disabled fans of Premier League and Championship clubs still provided the highest number of responses to the survey overall (818 and 429 responses, respectively), it was actually the responses from League 1 and League 2 clubs that saw the biggest increase. There were over 50 more responses from fans of League 1 clubs, and almost 100 more responses from League 2 fans, compared to last year.

Level Playing Field will continue to work across different sports and leagues to ensure that our survey is as representative as possible, and that we are advocating for all disabled fans attending live sport.

About the respondents

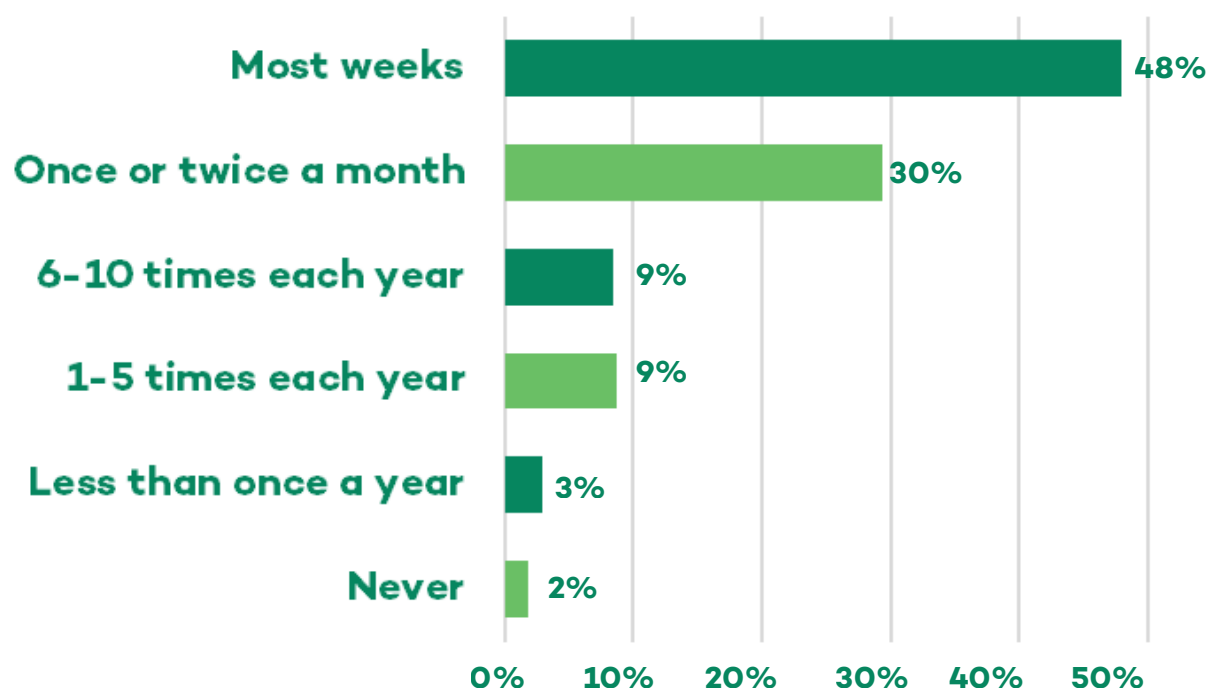
Attendance



Frequency of Attendance

We asked respondents how often, on average, they attend live sporting events. The chart below shows the results.

Figure 4: Frequency of attendance



There is a small increase (1pp) in supporters attending 'most weeks' compared to last year. Through 2021 - 2023 we saw a year-on-year decrease in this area, and are encouraged that this now looks to be increasing again.

All of the other results, as percentages, have remained similar or the same as last year. The proportions of disabled fans who said that they 'never' attend live sport, and those who said that they attend 'less than once a year' remained the same.

The following pages look at some of the potential barriers that may prevent or hinder disabled fans from attending live sport.

Barriers to attending

Top 10 barriers



Barriers to Attendance

We asked respondents to identify all of the disability-related barriers they face when attending live sport. The ten most-selected barriers are shown below, and comparisons with the 2024 results are shown in brackets:

- 1 Physical access at stadiums – **31.5%** (Down 1.5pp)
- 2 Attitudes of others – **28%** (Up 2pp)
- 3 Anxiety or lack of confidence – **22.5%** (Down 1.5pp)
- 4 Inaccessible public transport – **22.5%** (Up 0.5pp)
- 5 Cost of attending – **20.5%** (Down 2pp)
- 6 Difficulty purchasing tickets – **20%** (Down 4.5pp)
- 7 Unable to travel to stadium – **20%** (Up 0.5pp)
- 8 No access to a companion/PA ticket – **16%** (Up 3pp)
- 9 Lack of information – **14%** (Down 1.5pp)
- 10 Stadium technology – **13%** (No change)

Year-on-year trends

While many of the results have fluctuated over the five years we have run the survey, there are some trends starting to develop in regards to these barriers. Most notably, the barriers that relate to getting to the match - 'Inaccessible public transport' and being 'Unable to travel to stadiums' - have both increased every year.

Additionally, the number of fans identifying the 'Attitudes of others' as a barrier has increased over the last couple of years, and has almost doubled since 2021 (from 14.5% to 28%). A likely contributing factor to this is the 'Lack of support from club staff', which has also risen year-on-year, from 7% of fans in 2021 to 12% this year.

Finally, whilst the number of respondents identifying 'Difficulty purchasing tickets' as a barrier has reduced by 4.5pp this year, the biggest barrier increase was in fans who had 'No access to a PA/Companion ticket'. This is another year-on-year trend, with the percentage doubling since 2021 (from 8% up to 16%).

Barriers to attending

Recommendations



Club recommendations

Below are some recommendations to clubs, advising how they can help to tackle some of the growing barriers that were identified on the previous page.

Attitudes of others & Lack of support

Sadly, this is an issue that appears to be getting worse each year. Attitude barriers can range from a lack of awareness and understanding about disability, to making wrong assumptions about someone's access requirements, to a lack of consideration, such as blocking sightlines, to a lack of disability confidence. Clubs should ensure that customer-facing staff are suitably trained to deal with access-related issues that arise and to offer support.



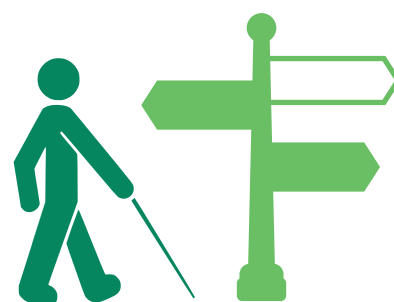
Unable to get to the match

Disabled fans often have different access requirements when travelling to matches. If these are not taken into account by local bus, train and tram services, then it may prevent disabled fans from attending. Find out from your disabled supporters whether local services are suitable. If not, clubs should raise this with their local council and public transport providers to highlight inaccessibility.



No access to PA tickets

For many disabled people, having the support of a companion/PA on a matchday is essential to help meet their particular access requirements. Clubs should work to understand the requirements of their disabled supporters and make reasonable adjustments, where necessary, without cynicism or judgement. This will include the provision of a PA ticket, where this support is required.



Barriers to attending

Fan feedback



Many disabled fans provided additional comments, outlining the barriers to attending sporting events that they experience. Most of these comments centred around either parking and travel, or stadium environments, including facilities. A lack of suitable amenities appears to be a very common barrier for disabled fans, along with an inconsistent approach by clubs on things like disability policies and purchasing tickets. A small selection of the comments are below.

“ Ticketing is still confusing, especially when digital options don’t work for everyone. ”

“ Night matches are not suitable for my condition. ”

“ Some grounds don’t have medical rooms or spaces. My son then has to inject himself in the toilets, which isn’t hygienic. When you ask for a medical room at away grounds most tell you that you can’t use it. ”

“ I always need a carer with me and sometimes I don’t get a concession for my carer so can’t afford to attend. ”

“ I can't walk more than about 50m and the [accessible] parking is almost non existent... Spaces go within five minutes of event going on sale. ”

“ Tiny seats, steep stairs with no handrails. ”

Barriers to attending

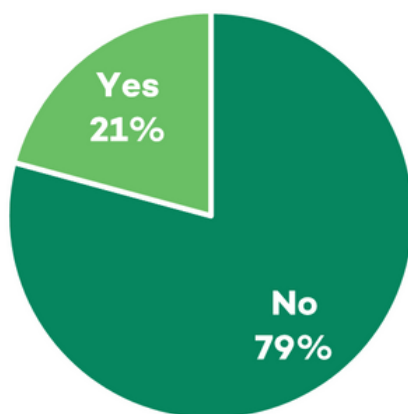
Inaccessibility



Stadium inaccessibility

We asked respondents "Are there any sports or sporting venues that you feel unable to attend because they are inaccessible?" The results are shown below.

Figure 5: Supporters unable to attend a sport or sporting venue



Over the last five years we have seen an encouraging decrease in the amount of disabled fans who feel unable to attend certain stadiums or sports due to inaccessibility. In 2021 this was 30.5%, peaking in 2022 with 36.5%, and then declining over the last three years, down 1pp from last year.

Overall, there seems to be an encouraging trend that fewer disabled fans have sports or sporting venues that they're unable to attend due to inaccessibility. That said, 21% of fans answering 'yes' to this question is still far too high.

Irrespective of the slight decrease from last year, it remains unacceptable that over a fifth of disabled fans are unable to attend some sports venues and stadiums because of inaccessibility.

Whilst this figure represents the percentage of supporters rather than the percentage of stadiums that are inaccessible, it is clearly unacceptable for any sports venue to be considered entirely inaccessible to disabled fans.

Services and facilities

Matchday planning & travel



Services & Facilities for matchday planning and travel

There are often significant considerations for disabled fans when planning for their matchday and travelling to the venue, as has already been seen. We asked respondents which of the following services and facilities they might benefit from when planning for and travelling to matches. Below are the results.

- 1 Accessible parking – **61.5%** (Down 2pp)
- 2 The option to bring a PA – **56.5%** (Up 1.5pp)
- 3 Accessible entrances – **49.5%** (Down 0.5pp)
- 4 Accessibility information – **43%** (No change)
- 5 Contactable Disability Liaison Officer (DLO) – **40%** (Up 1.5pp)
- 6 The option of a physical ticket – **28.5%** (Up 2pp)
- 7 Drop-off and pick-up points – **28%** (Up 1.5pp)
- 8 Accessible transport for away matches – **25.5%** (Up 1pp)
- 9 Visiting the stadium on a non-matchday – **13%** (Up 0.5pp)
- 10 Additional communication support – **4.5%** (Down 0.5pp)
- None of the above – **6%** (Down 1pp)

As with last year, the top three responses were accessible parking, the option to bring a PA, and accessible entrances. There were minimal changes across all of these categories, with the largest increase being ‘The option of a physical ticket’.

It is unsurprising to see an increase in this requirement, from 26.5% of respondents last year to 28.5% this year, given that clubs and venues continue to push towards digital-only services. We know that these services can be inaccessible to many disabled fans.



The percentage of supporters stating that they would benefit from the option to bring a PA has increased year on year over the five years we have conducted the survey. Clubs should adopt a flexible approach to this and treat PA requests on a case-by-case basis.



Services and facilities

Stadium services



Services & Facilities inside stadiums

We asked respondents which of the following 23 services and facilities they might benefit from whilst inside stadiums. The results are shown below.

- 1 Accessible toilets – **51.5%** (Down 3.5pp)
- 2 Easy access seating – **43%** (Down 0.5pp)
- 3 Accessibility stewards – **40%** (No change)
- 4 Handrails – **38%** (New result)
- 5 Priority use of lifts – **36%** (Down 1.5pp)
- 6 Additional legroom – **35%** (Down 1.5pp)
- 7 Ambulant accessible toilet cubicles/urinals – **29%** (New result)
- 8 A wheelchair user space – **28.5%** (Down 1pp)
- 9 Disability identifiers – **26%** (Down 3pp)
- 10 A seat near to toilets/food – **26%** (Down 0.5pp)
- 11 Easy-access toilet cubicles – **21%** (Down 4.5pp)
- 12 The option to use cash – **21%** (Up 1pp)
- 13 Rest areas – **16.5%** (New result)
- 14 Low-level counters – **16%** (No change)
- 15 Quiet room/area – **12.5%** (Down 1pp)
- 16 Changing Places toilet facility – **9%** (Up 1pp)
- 17 Sensory room – **8%** (Up 0.5pp)
- 18 Sensory pack – **6%** (Up 0.5pp)
- 19 Audio descriptive commentary (ADC) – **5%** (Down 0.5pp)
- 20 Hearing loops – **5%** (No change)
- 21 Colour contrast in key areas – **4%** (No change)
- 22 Provisions for assistance dogs – **3.5%** (No change)
- 23 Additional communication support – **3%** (Up 0.5pp)
- None of the above – **5%** (Down 1pp)

Services and facilities

(continued)



Services & Facilities inside stadiums (continued)

The results on the previous page include three newly introduced services/facilities that were included as survey options for the first time this year. They were:

- Handrails - 38%
- Ambulant accessible toilet cubicles/urinals - 29%
- Rest areas - 16.5%

We have heard from numerous disabled supporters how valuable handrails can be if they are required to navigate steps at the stadium, and how a lack of handrails could make it potentially unsafe for them. There are different options that clubs can consider in respect to installing new handrails. Given that nearly 40% of respondents said they could benefit from handrails, we would encourage clubs to explore these.



Once again, 'Accessibility Stewards' was in the top 3 of services that disabled fans could benefit from in stadiums, with 40% of respondents selecting this option. This percentage has either risen or remained the same each year since 2021. Whilst many fans acknowledge that some club staff are helpful, a significant number of the fan comments in the survey highlight issues stemming from a lack of knowledge and empathy. It was noted that stewards can sometimes operate with a limited, and sometimes incorrect, view of what constitutes a disability, which can lead to a range of negative experiences for fans, who feel judged, misunderstood, and improperly treated. For example:



“ [I am unable to attend] most away grounds because my disability is not visible – away stewards & away club officials are very dismissive of my needs. ”

Clubs should ensure that all stewards receive basic disability awareness training, as a minimum requirement, and ideally would also have dedicated 'Accessibility Stewards' with additional training.

Accessible Parking

Parking availability



Accessible Parking requirements

Each year, there is a different topic which the annual fan survey explores in more detail. This year that topic was accessible parking.

As previously shown, on page 13, in the section relating to services and facilities for matchday planning and travel, just over 60% of respondents said that they would benefit from accessible parking on matchdays. In this section of the report, because the questions all relate to use of accessible parking, we have included only the results of those 60% of respondents who identify accessible parking as a requirement.

We asked respondents "Which of the following best describes your use of accessible parking at your club?" The results are shown in the table below.

Figure 6: Supporters' accessible parking requirements and experiences

I require accessible parking, and there is always a space available	25.5%
I require accessible parking and sometimes there is a space available	25.5%
I require accessible parking, but none is available	28.5%
I require accessible parking, but it's too expensive	12%
I require accessible parking, but I don't use it for other reasons	8.5%

It is alarming that only around a quarter of the disabled fans who require accessible parking to attend live sport are confident that they will have a space available to use. Whilst roughly 1 in every 3.5 respondents say that no accessible parking is available to them at all.

Additionally, roughly 1 in 8 respondents have said that the accessible parking options made available to them by their club are too expensive for them to use.

Accessible Parking

Parking availability



Accessible Parking requirements (continued)

Where fans require accessible parking, but don't use it for other reasons, we asked them to specify what those reasons were. Common barriers were reported as:

- **Limited Availability** - This was the most common concern. Many fans report a severe shortage of accessible parking spaces, with spots often being pre-allocated to others or selling out within minutes of being released.
- **Cost** - A significant number of responses mentioned that accessible parking is too expensive, with some fans stating they have to pay an extra fee for a season-long pass. A few respondents noted that the price has increased dramatically at their clubs.
- **Logistical Challenges** - Parking can be difficult due to various issues beyond a lack of spaces. Fans mentioned having to arrive several hours before a game to secure a spot and then being unable to leave until long after the game due to road closures and crowds. This adds significant time and stress to the matchday experience, and may not even be possible for some disabled fans.
- **Abuse of Spaces** - Some disabled fans reported that non-disabled people misuse accessible parking spaces, making it even harder for those who genuinely need them to find a spot.

Due to these challenges, many fans have resorted to alternative arrangements. Common solutions include using public transport, getting dropped off by a family member or taxi, or parking further away in side streets or private car parks and using a mobility scooter or walking. A few fans stated that they do this to leave spaces for other disabled fans who may have greater access requirements than themselves.

Given the inaccessibility of public transport, as highlighted earlier in the survey, this will often not be a viable alternative option for many disabled fans.

Accessible Parking

Parking importance



Importance of accessible parking to disabled fans

In order to gauge how important accessible parking is to those disabled fans who benefit from it, we asked the following two questions.

"How important is accessible parking to you being able to attend matches?" and

"Have you ever had to miss a match due to a lack of suitable accessible parking?"

The results to these two questions are shown in the graphs below.

Figure 7: The importance of Accessible Parking

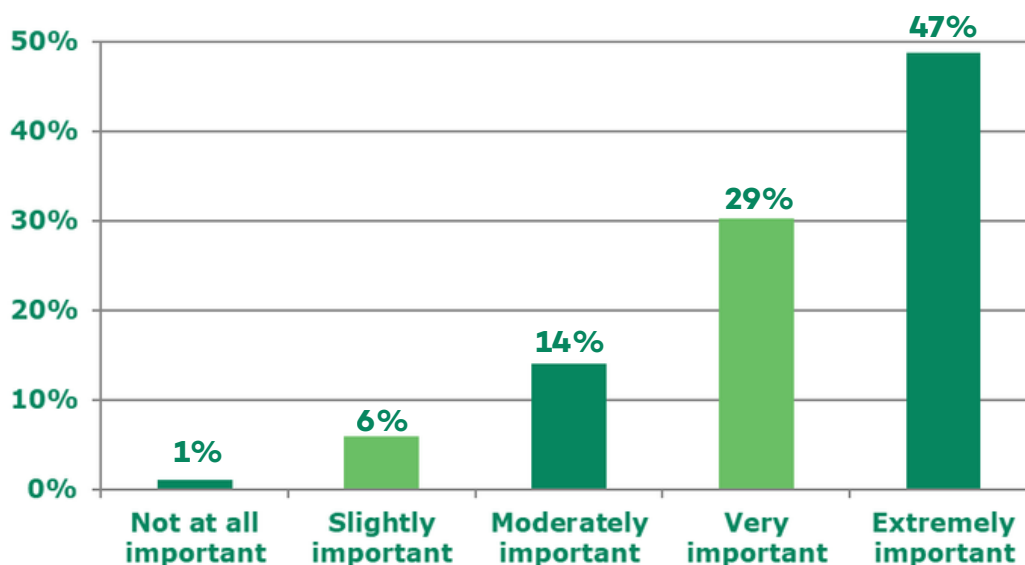
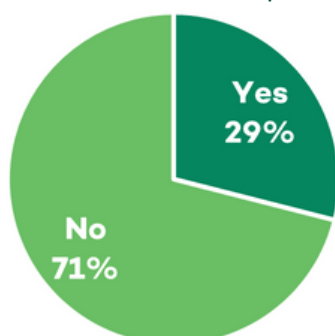


Figure 8: Missing matches due to lack of accessible parking

"Have you ever had to miss a match due to a lack of suitable accessible parking?"



With 76% of respondents stating that accessible parking is either 'very important' or 'extremely important', clubs need to recognise that parking availability is crucial for many disabled fans to be able to attend. In fact, 29% of fans have had to miss a match or matches due to a lack of suitable accessible parking.

Accessible Parking

Parking importance



Importance of accessible parking to disabled fans (continued)

If fans had missed a match, we asked them to tell us more about their experience. Common responses included:

- **Stress and Anxiety** - Fans consistently mentioned the stress and anxiety caused by the uncertainty of finding a parking space. This includes worrying about traffic, getting a ticket from a warden, and the mental strain of knowing they might have to go home and miss the game. One fan described the experience as a 'dread.'
- **Time Commitment** - To secure a spot, fans report having to arrive hours before kickoff (some as early as 4-5 hours) which is a significant and often exhausting time commitment. This early arrival is sometimes necessary to beat the crowds, find a space, and comply with strict parking rules.
- **Lack of Communication and Support** - Fans expressed frustration with a lack of communication from clubs, especially for away games. Stewards and club staff are sometimes uninformed or unhelpful, turning away fans who have pre-booked a spot or telling them that spaces are reserved for VIPs.
- **Financial Strain** - For those who cannot secure free or subsidised accessible parking, the alternative is often expensive. Several responses highlighted the financial burden of paying for costly private parking or an annual pass, which can be a barrier for those on a limited income.

Ease and cost of purchasing accessible parking

We asked supporters how easy it is to book or request accessible parking at their club. Of those who use accessible parking, 48% selected either 'difficult' or 'very difficult' compared to just 29% saying either 'easy' or 'very easy'.

We also asked about the cost of using accessible parking. Of those who use accessible parking, 24% pay match-by-match; 24.5% pay for a season permit; whilst 51.5% park free of charge. For those who paid, costs varied hugely, from £4 or £5 per match up to £340 for a season permit.

Club ratings

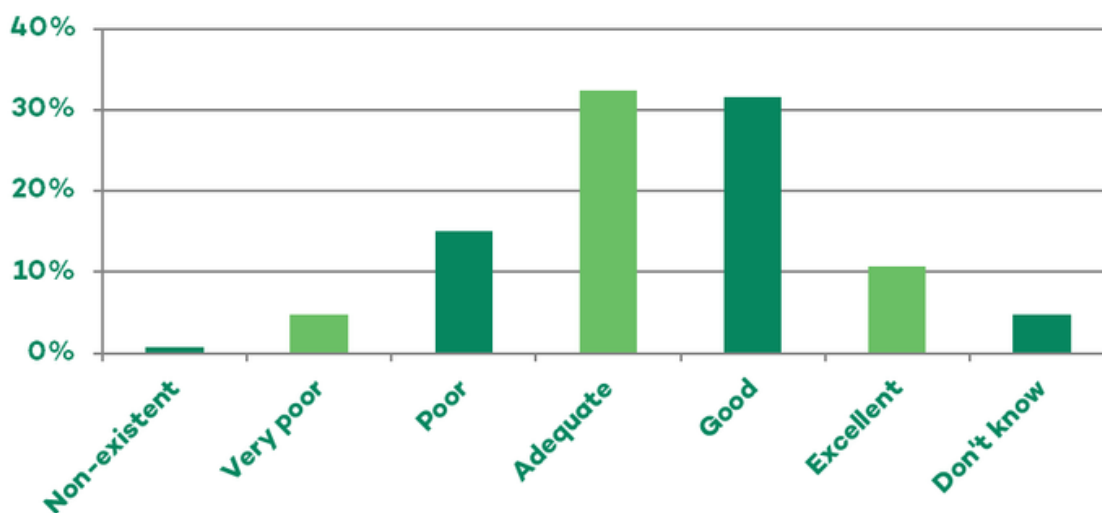
Nationwide accessibility



Nationwide accessibility and inclusion ratings

We asked respondents "Overall, how would you rate sports stadiums / clubs on access and inclusion? (For all clubs)" The chart below shows the results.

Figure 10: Accessibility ratings for stadiums generally



- Non-existent – **1%** (Up 0.5pp)
- Very poor – **5%** (Up 0.5pp)
- Poor – **15%** (Down 2.5pp)
- Adequate – **32.5%** (Up 1.5pp)
- Good – **31.5%** (Up 0.5pp)
- Excellent – **10.5%** (Up 3pp)
- Don't know – **4.5%** (Down 3.5pp)

Overall, fans gave an average rating of between 'Adequate' and 'Good', which is the same as the previous four years.

The wording of this question was tweaked slightly this year for clarity, which may help to explain the reduction in the number of "Don't know" responses.

The results are comparable with previous years, but with an encouraging increase in the number of 'Excellent' ratings. This increased from 7.5% of respondents last year to 10.5% this year. However, it's worth noting that the percentage of 'Excellent' ratings had decreased each year previously to this.

Club ratings

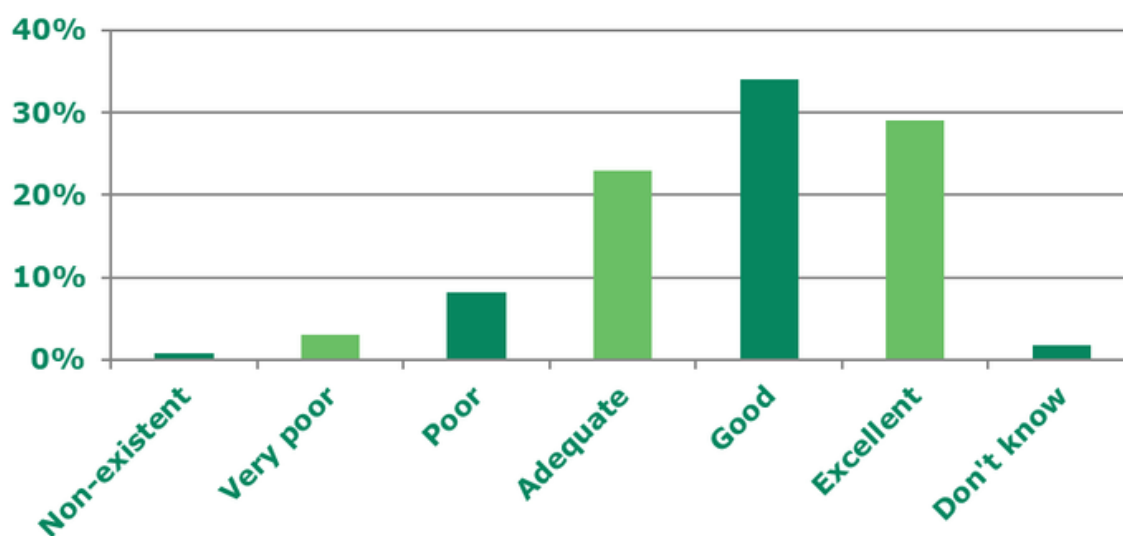
Club's accessibility



Accessibility and inclusion ratings for respondent's club

We asked respondents "Overall, how would you rate your club/stadium on its access and inclusion for disabled fans?" The chart below shows the results.

Figure 11: Accessibility ratings for the respondent's own club



- Non-existent – **0.8%** (No change)
- Very poor – **3%** (Down 0.5pp)
- Poor – **8%** (Down 2.5pp)
- Adequate – **23%** (Up 1pp)
- Good – **34%** (Up 1.5pp)
- Excellent – **29%** (No change)
- Don't know – **0.5%** (Down 0.5pp)

As in previous years, fans tended to rate their own club more highly than stadiums generally, giving an average rating close to 'Good'. We know, from previous research, that disabled fans typically have a worse experience as an away supporter, which may help to explain this.

These results are generally positive, with a lower percentage of 'poor' and 'very poor' ratings, and an increase in 'good' ratings, compared to 2024. However, it should be noted that these results are more similar to the results from 2023, and so do not represent a positive trend overall.

Club ratings

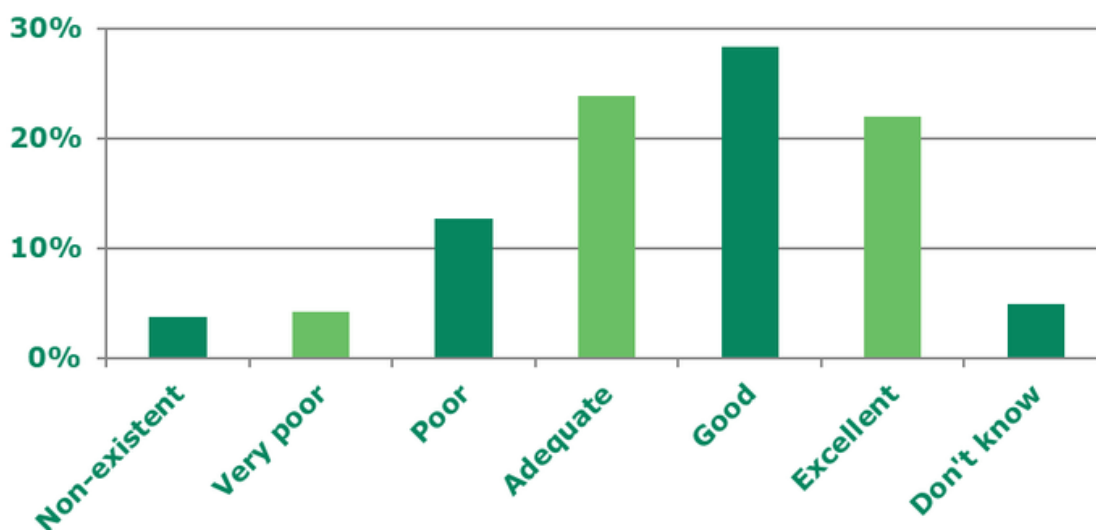
Club communication



Communication ratings for respondent's club

We asked respondents "Overall, how would you rate your club on its communication to disabled fans?" The chart below shows the results.

Figure 12: Communication ratings for the respondent's own club



- Non-existent – **4%** (Up 1pp)
- Very poor – **4.5%** (Down 1pp)
- Poor – **13%** (Down 1pp)
- Adequate – **23.5%** (Up 1.5pp)
- Good – **28%** (No change)
- Excellent – **22%** (Up 1pp)
- Don't know – **5%** (Down 1pp)

As with previous years, the rating that fans gave for their clubs' communication was lower than the rating they gave for its access and inclusion for disabled fans.

As with previous years, the rating that fans gave for their clubs' communication was lower than the rating they gave for its access and inclusion for disabled fans. The results were generally similar to last year's results, with a positive uplift for 'Excellent' but balanced by an uplift to the ratings for 'Non-existent'. This remains an area of concern and one which we would encourage clubs to address in order to improve experiences for disabled fans.

Club ratings

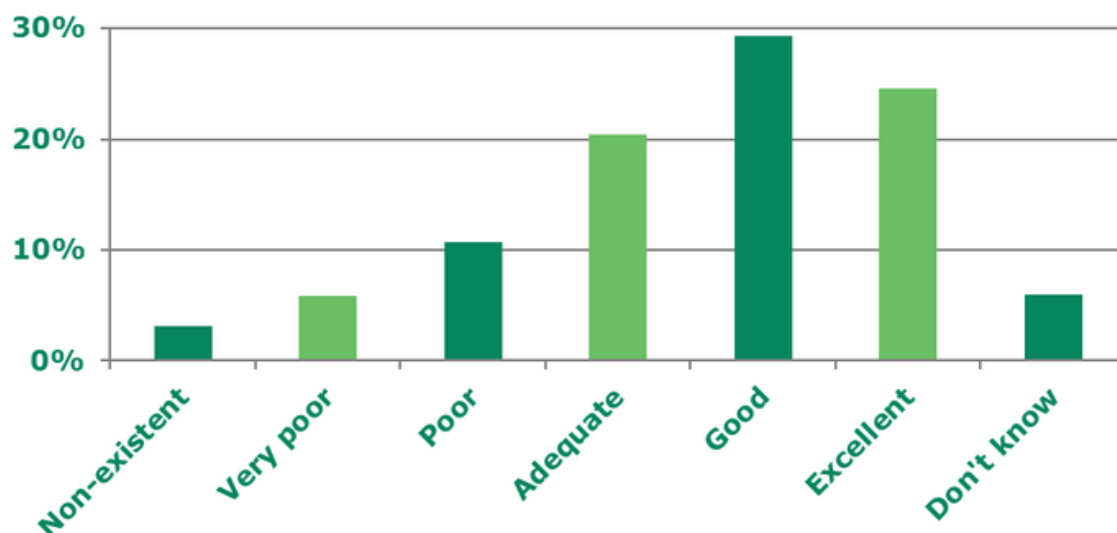
Club's stewarding



Stewarding ratings for respondent's club

We also asked fans to provide a rating for their club's stewards. We asked respondents "Overall, how would you rate your club on its stewards' interactions with disabled fans?" The chart below shows the results.

Figure 13: Stewarding interaction ratings for the respondent's own club



- Non-existent – **3%** (Down 0.5pp)
- Very poor – **5.5%** (No change)
- Poor – **10.5%** (Down 0.5pp)
- Adequate – **20.5%** (Down 0.5pp)
- Good – **29.5%** (Up 2.5pp)
- Excellent – **24.5%** (No change)
- Don't know – **7.5%** (Up 1pp)

The ratings given for stewards' interactions with disabled fans are similar, on average, to those for 'access and inclusion for disabled fans', on page 21, but with more of a spread across the different ratings.

These results are slightly better than last year's ratings, with more fans giving a rating of 'Good', and fewer fans giving a rating of 'Non-existent', and 'Poor'. However, it remains concerning that 19% of disabled fans gave a rating below adequate, including 3% of fans who gave a rating of 'non-existent'. It is important that stewards have the confidence and training to interact with and support disabled fans on matchdays.

Fan comments



Alongside responses throughout the survey, disabled fans had opportunities to share further insight on their experiences. Below are some of the comments left across different areas.

“ More understanding from stewards would make a big difference to the matchday experience. ”

“ I have very good interaction with the disabled liaison officer at my club as they communicate with me through email. ”

“ Allowing standing at matches [is a barrier to attending], especially near the front of stands, and nobody doing enough to make them sit down long term. ”

“ Having to access the away area through the home section with the disabled toilets in the away section. Abuse and coins thrown down from the upper tier. ”

“ We now have British Sign Language for live matches. ”

“ It's often hard to find a place to leave my wheeled walker (even though it folds). It's sometimes a long walk from where the away coaches have to park to the stadium (especially London clubs). ”

Fan suggestions



Level Playing Field asked the survey respondents for their suggestions of improvements to make matchdays more accessible and inclusive for disabled fans. Below are some of the responses.

“ I believe the waiting list for accessible parking runs to TEN YEARS... More accessible parking spaces are desperately needed. ”

“ Consider a wider range of access needs, including hidden disabilities. ”

“ Clearer communication in advance about access arrangements. ”

“ The club needs to listen to disabled fans more before making changes... It would help if disabled supporters could meet club staff regularly to raise concerns. ”

“ Ability to purchase tickets easier online with PA attached rather than having to ring and queue. ”

“ It would be great if hatched markings could be used to delineate between parking spaces. This would enable easy access in and out of the car. ”

“ Please could we have more ambulant disabled seating on lower rows so I could attend away games with my PA. ”

Conclusion



Clubs and other organisations have been sent their own club-specific reports detailing the responses from their disabled supporters. Around 120 individual reports were shared, providing clear feedback and suggestions to clubs from their own fans. We would really encourage them to take the time to read and reflect on these, looking to identify where further improvements can be made.

The charity is committed to offering support and advice to sports organisations around the removal of the barriers highlighted in these results. Some key points for consideration include:

- ▶ Accessible car parking has been shown to be a significant issue for many disabled fans. Clubs should ensure they are providing the required number of accessible parking spaces, while considering and communicating about alternative accessible options.
- ▶ There needs to be greater consistency and clarity around the booking process for accessible parking, with improved communication at the point of ticket purchase. Fans need to know in good time if they have a space.
- ▶ Many disabled fans do not have an alternative travel option to coming by car, and this should be reflected in the pricing for accessible parking. It should not be the case that some disabled fans face high costs, when this can be a key barrier to attending.
- ▶ Clubs should find out from their disabled supporters whether local public transport services are accessible. If not, clubs should raise this with their local council and public transport providers to highlight inaccessibility, while also exploring alternative solutions.
- ▶ A lack of appropriate accessibility training has been highlighted as an issue in the survey. Clubs should make this a priority for their staff, ensuring that 'attitudes of others' does not remain a barrier to fans.
- ▶ Clubs should adopt a flexible approach to PA applications, treating supporters on a case-by-case basis, and not being dismissive.
- ▶ If clubs require any additional support, they should contact Level Playing Field about delivering on access and inclusion for disabled fans.

Chair's review

Tony Taylor



The 2025 Level Playing Field Annual Fan Survey results are a valuable asset, to inform our work on furthering access and inclusion for disabled sports fans. This new data will be an essential resource, not only to the charity, but also to many clubs, venues, disabled supporters' associations, governing bodies and other organisations.

Individual disabled supporters can see where their experiences sit alongside more than 2000 other fans, and we have been pleased to see that tally grow once again. This strengthens our reports, and I am therefore extremely grateful to everyone who contributed directly and all of those who assisted us in reaching even more disabled spectators than before.

Specific breakdowns have already been shared with the relevant clubs and organisations, allowing them the opportunity to take stock and learn from the insights shared. In line with the overall results, these are now in their fifth year and show the changes in accessibility throughout that period, allowing the impact of changes to be tracked. Isolated areas of feedback are also included in those reports, presenting key matters to be addressed which might otherwise have gone unnoticed. The team at Level Playing Field is always very keen to help in those next stages, whether it be to increase understanding of the reports, or to advise on appropriate adjustments.

At Level Playing Field, we recognise the importance of live sports for their unparalleled ability to bring communities together. It is therefore deeply troubling that so many of the key findings from this year's survey results point towards inaccessibility causing isolation in society. 'Inaccessible public transport' and being 'unable to travel to stadiums' have continued to increase in how commonly they are listed as barriers to attending, year-on-year since the first results were published in 2021. The impact of this is compounded by the findings on parking.

'Accessible parking' has ranked highest in services and facilities supporters might benefit from when planning for and travelling to matches, in every set of survey

results. With the number of individual enquiries Level Playing Field receives surrounding this matter each year, it was therefore clear that it was an area where increased focus would prove worthwhile. I would encourage individual service providers to pay very close attention to their specific results breakdowns on this area, to see what can be learned from the disabled spectators' insights offered. The barrier to attending which saw the highest increase was 'No access to a companion/PA ticket.' The importance of PA/companions to many disabled fans was also made clear through the responses and this data is another example of excluding many disabled people from sporting events being risked.

Positive trends could also be seen in the data on barriers to attending. The biggest singular decrease was in 'difficulty purchasing tickets' which has been a key focus for the team to address. We remain vigilant on this however, with concerns around processes and inflexibility from many service providers. There has also been a great deal of effort targeted towards combatting disability abuse and the concerning trend of year-on-year rises there has ended, with it now standing at a three-year low of 6.5%.

Across the five-year period Level Playing Field has been conducting its annual fan surveys, the most encouraging stat has been the overall decrease in the proportion of disabled fans reporting they feel unable to attend any sports or sporting venues because they are inaccessible. In 2021 this stood at 30.5%, peaking in 2022 with 36.5%, and then we have seen a reduction in each of the last three years, down to the current level of 21%. This remains too high however and we are extremely motivated to see that number continue to diminish.

The results outlined in this report will prove very useful to the charity and many important stakeholders. I would like to invite anyone with queries on the findings get in touch with us to discuss them in greater detail.

Tony Taylor

Level Playing Field Chair



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