

## **ANNUAL REPORT 2013 / 2014**

### **Promoting Good Access for All Fans**

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### **Registered Charity No: 1079740**

Level Playing Field is the working name of the National Association of Disabled Supporters

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Disabled fans at Sheffield United celebrating the 2014 LPF weeks of action

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### **President's Forward**

In my 6<sup>th</sup> year as President, I am delighted to once again introduce you to Level Playing Field's annual report, which outlines the works undertaken in the last 12 months. In becoming President, I was particularly struck by the dedication and high standards set by everyone involved. The commitment of Joyce Cook and her team has been impressive and especially when balanced against limited resources.

Most recently, Level Playing Field (LPF) has seen an improvement in its funding stability with a core-funding grant of £128.5k per annum (subject to match funding) recently awarded by the Football Stadium Improvement Fund (Fans Fund). However, the charity is under significant pressure to meet the increasing level of demands being placed on it and so continues to struggle on the limited resources at its disposal.



As this year's report testifies, progress continues at a significant pace and with key stakeholders now adding their support to the charity's aims and objectives. Most recently, Joyce and I had very positive meetings with the Secretary of State for Disabled People, Mike Penning and the Sports Minister, Helen Grant. Both Ministers are extremely supportive of LPF's aims and objectives to ensure proper access for disabled sports fans and we are very much looking forward to working with government and sports governing bodies in the year ahead to ensure lasting change.

The last 12 months has also seen marked progress across a number of sports. This includes exciting co-operations with Rugby Football League, Rugby World Cup 2015, the English Cricket Board and the successes of LPF's professional Access Audit programme. Additionally, several other new initiatives are underway and we welcomed the BBC media stories that focused attention on the challenges still faced by many disabled football fans.

There is still a great deal to do and I remain committed to working with everyone at Level Playing Field to help deal with these issues to improve the quality of facilities and services offered to disabled supporters in this country.

In closing, I wish to thank the Board of Trustees, my fellow Honorary Officers and the Ambassadors for their generosity and unwavering support. I also pay special tribute to LPFs Vice Chair, Gary Deards who passed away in March. Gary was dedicated to the works of Level Playing Field and worked tirelessly for many years to help ensure that others could enjoy watching the sports he so loved. He is greatly missed but we won't forget him and all his great works. Perhaps the best legacy for Gary and his family will be to secure lasting and meaningful change for all disabled fans.

I look forward to the year ahead and to more positive progress on all fronts.

With my very best wishes

Dani Bar

### David Bernstein CBE, LPF President

### **Chair's Report**

This year's AGM, which is our 16<sup>th</sup>, is once again being held at the Houses of Parliament at Westminster. It is a venue that our members always enjoy and one that provides an appropriate setting for us to reflect on our progress over the last twelve months. We are most grateful to our newest Vice President, Chris Heaton-Harris MP for kindly hosting us at Portcullis House.

In putting pen to paper this year, my first thoughts turn to our dear friend and colleague Gary Deards who recently passed away quite suddenly. There isn't a day that goes by when I don't reach for the phone to run an idea by him or to seek Gary's advice or to just have a chat. I can't help but smile when considering what he'd have had to say on a number of current issues; he had a wicked humour and could make me laugh out loud. Our last discussions together were by text (as he was too ill to speak).



Gaz was delighted to hear about the breaking media stories and House of Lords Olympic and Paralympic Legacy debate. His commitment to LPF and our works continued to his final days. And I am delighted to welcome Gary's parents to this year's AGM as honorary guests joining us in celebrating Gary's many works for LPF and disabled people. As a part of our tribute, I have attempted to draw up a list of organisations, sporting clubs and venues and individuals that Gary had worked with over the years. That list is way too long to add here (3 pages) but there wasn't an area that he hadn't touched and positively helped to change. Gary loved watching many different live sports and he was driven by a passion to ensure that many more disabled people could share a similar experience.

Gary's immediate family decided to pay tribute to his great works by asking family, friends and colleagues to donate all tributes to the charity. More than £2,000 was donated and we are currently deciding with the family on the best way to use this fund to remember Gary. Thank you to everyone who so kindly donated.

In remembering Gary, this is what I said on that terrible day: "Gaz would want us to all pull together at this moment to ensure that the equal access for disabled fans, that he fought so hard for, and for so many years, finally happens. That will remain my driving goal and that of everyone involved (at LPF). It will be the very best legacy that we can ensure for a great man and my dearest friend. I will miss him terribly and Level Playing Field, its members and the sporting world owes him an enormous debt of gratitude. We are determined that all of Gary's efforts will not be in vain – we will work harder than ever to achieve our shared goal of equal access for all fans, and we will do so in Gary's honour. God bless you Gaz."

And it is very much with Gary in mind, that I write the next few paragraphs of my forward.

### The problems we still face

It has been quite a year culminating in a BBC storyline about the conditions faced by wheelchair users in the Premier League by sports news reporter Katie Gornall. The BBC research and media story caught the attention of the Secretary of State for Disabled People, Mike Penning who has spoken out very firmly on the matter and he has subsequently written to all professional football clubs in the UK. The Minister has pledged his commitment to ensuring lasting change.

In considering where we are, it is worth reflecting on the London 2012 Olympic and Paralympic Games and the standards of good access provided to disabled sports fans. Accessible venues and services were provided across the Olympic Park alongside Gamesmakers who were on hand to ensure an inclusive welcome to all. That experience has given disabled people a taste of just what is possible when there is real intention and commitment to ensuring sporting venues that are fit-for-purpose.

Yet, despite the collective wealth in football, there continues to be a huge disparity in provisions for disabled people who wish to attend live football matches. Many English clubs have seen their average attendance fall during the last few seasons and many stadia have thousands of empty seats week after week and with clubs needing to be increasingly creative in selling their matchday and season tickets. Yet, clubs are still regularly turning disabled supporters away because they do not have adequate provisions for them.

There is a severe shortage of accessible viewing areas for wheelchair users at many clubs, inadequate amenity seating for ambulant disabled supporters, a lack of accessible toilet facilities and general amenities at many grounds and a disparity between ticketing policies for disabled and nondisabled fans. Much of the disabled fans seating is at pitchside with no choice of areas and no shelter from inclement weather, hospitality areas are often inaccessible, and the views (sightlines) can be appalling.

Many disabled fans have even taken to recording the match on TV, whenever possible, so that they can watch the free kicks and goals scored when they get home. Match officials block their views as do TV cameras, including the new 3D cameras, which were conveniently positioned within 10 days to meet the new PL match broadcasts requirements. At some clubs these cameras were placed in accessible spaces that had always been there and could well have been used to provide much needed accessible seating for disabled fans. In a few cases, disabled fans complained to LPF that their clubs had actually removed much needed wheelchair user spaces to make room for the new cameras.

Some clubs even deny the right to disabled fans to purchase season tickets for the clubs they have supported all their lives. We believe this to be discriminatory practice and it is clear that it only occurs for one reason, because clubs don't proved sufficient numbers of accessible seating for their disabled fans.

More than 50% of Premier League clubs don't even meet 50% of their own minimum standards as described in Accessible Stadia and as had been agreed by the football authorities and government themselves in 2003. Accessible Stadia was published in anticipation of the changes to the Disability Discrimination Act Part 3 in 2004 that required all service providers to ensure that disabled people were not treated less favourably – that's over a decade ago.

Away disabled football fans often have no choice but to sit with home fans when supporting their clubs at away matches. This can be a truly horrid experience and one that ironically couldn't happen to non-disabled football fans as they would be asked to move to the home section or to leave the stadium because of the rules that ensure safety.

LPF has received complaints from disabled fans who have been asked to leave the match early, hide their team colours and not to celebrate when goals are scored or their team wins. How can that be acceptable on any level? Ask any football fan and they will tell you about the camaraderie between fellow fans and the importance of sharing the match day experience together. When we tell non-disabled fans about this situation they are genuinely shocked and appalled.

It gets worse, as we have reports of disabled fans who have been abused and ridiculed by the opposing fans. In some case this has included threats and incidents where disabled fans have been spat at, had objects thrown at them and been sworn at and abused based on their disability and being in the wrong place. These fans are vulnerable and this is discrimination on every level. Furthermore, it is something that could be put right very easily.

As we go to press, UEFA has just announced that it has charged Paris Saint-Germain under Article 14 for "racism, other discriminatory conduct and propaganda" based on similar alleged complaints at a recent UEFA match. UEFA has acted swiftly and appropriately and whilst not wishing to preempt the outcome of this investigation, LPF and its members will be watching for the outcome with interest.

### **Calling for change**

We have been calling for change for over a decade and 6 years ago, as part of our evidence to the All Party Parliamentary Football Group Enquiry into English Football and its Governance, we proposed a very sensible plan of action to assist the clubs in making the required improvements.

**3 Part Plan of Action:** It's very straightforward; to create a short-term fund (for clubs requiring some assistance); to provide working examples (most already exist) and expert advice to clubs; and finally to regulate through independent access audits and by making this a requirement of club licensing.

The governing bodies could and should oversee these actions as a part of their remit to ensure that stadiums are safe and fit-for-purpose for all fans and to ensure that their member clubs are fulfilling their legal obligations. This already happens within football in terms of the regulation of good governance and financial fairplay and further, the Football Association charges clubs, players, officials and individuals who commit racial or homophobic offenses, so the precedence of ensuring that member clubs act within UK law and equality legislation (Equality Act 2010) already exists.

How can it be that the corner shop has to abide by the Equality Act and to make the necessary adjustments to ensure that disabled people are not treated less favourably or discriminated against, yet the club at the end of the road can largely ignore the legislation and not be held to account by the governing bodies? The football authorities should hold the clubs to account – surely there is a moral and legal duty to do so.

Given the collective wealth of football, this could be fixed in one end-of-season period. This summer break would be an ideal time. It won't take much to achieve in the scheme of things. We already have working examples that have been implemented by forward thinking clubs using smart low cost design solutions and there are expert architects on hand to assist with this process. What a great good news story and legacy of London 2012 that would be, to be able to say that football has met its own minimum standards and is leading the way in assisting other sports to do the same.

So, I am making a personal plea on behalf of LPF and all disabled football fans, to everyone in football and especially to the Chairmen of the governing bodies and football clubs. Disabled football fans have already waited too long, the legislation has been in place for almost 20 years. It is time to take the lead. We have provided you with a sensible 3 part plan. Please, let's just get this job done. It is that simple.

In closing, I wish to thank my fellow Trustees and the staff and volunteers for their incredible support and dedication. Without them and their predecessors, we would not be where we are today. Our Treasurer, Janet Ireland has decided that it is finally time to hang up her boots after serving Level Playing Field so honourably for more than 15 years and I am delighted to announce that Janet has recently agreed to become an LPF ambassador and to continue to offer her valuable support to the charity. Thank you Janet, you have been a diamond.

I wish to pay a warm tribute to our President, David Bernstein and to thank him for his tremendous commitment to LPF and our works. We were all delighted by the news that David had been awarded a much-deserved CBE in the Queen's New Year's Honours List. I also wish to thank our Vice Presidents, especially Lord (Richard) Faulkner and Lord (Richard) Rosser for their incredible support over the last years and in welcoming our newest VP, Chris Heaton-Harris MP and the LPF Ambassadors and volunteers. Each, in spite of very busy schedules, continues to give their unwavering support to LPF and our works. Their commitment and friendship is unconditional and their advice, counsel and services are quite simply priceless. I cannot close without sincerely thanking Baroness (Tanni) Grey-Thompson, the Sports Minister, Helen Grant and the Rt Hon Mike Penning and their teams for their incredible support and understanding. A huge thank you to each and every one of you.

And finally, I wish to offer my personal thanks to those of you who continue to work hard at sports clubs and the DSA's to ensure continued progress and by supporting us in pressing for access improvements to live sports – you know who you are and we salute you all!

Please keep up the great work whether it is at a local, national or international level - it really matters.

Wishing you a great summer and happy season ahead.

With my warmest wishes

Fl.

Joyce Cook OBE, LPF Chair

### **Treasurers Report - Results for the Year Ended 31 August 2013**

We are pleased to submit the accounts of the National Association of Disabled Supporters (NADS), trading as Level Playing Field, for the year ended 31 August 2013.

During this period, the Board of Trustees has continued to safeguard the good name and values of the Charity and to support our members, the football family and other sports with a modest level of funding. We continue to strive for an equality of facilities and services for all supporters.



2013 was a year of change in personnel at LPF with NRAC Access Auditor

Ruth Hopkins joining us as the Access and Development Manager in April. Ruth joined us to lead on the Working Together Project funded by the 'Fans Fund', which is operated by the Football Foundation (2013 represents the 2nd year of a 3 year award) and also oversee the LPF Access Audit programme.

Whilst the funding for our pilot 'Match Buddy' project came to an end in 2012, we continued to seek further funding through other sources and whilst there is nothing definite to report, we remain hopeful that a couple of LPF projects will receive funding support over the next few years. 2014 has seen us make an application to the 'Fans Fund' to better support our core activities and wider works and we have recently heard that we were successful. This is good news as, despite continuing to pursue other funding streams, in the current economic climate this is no easy task and without that funding, the levels of our activity would have undoubtedly become more restricted.

Our access audit programme has gained some momentum with on-going commissions received from the Football Association of Wales, Rugby Football League and a number of football stadiums, cricket grounds and from other Sports. We have also had a number of access consultants join the team to assist us to deliver LPF's Access Audit Programme and Disability Awareness Training. This programme is delivered as a self-funding initiative.

In closing, we would also like to thank our funders namely the Football Foundation (Football Stadia improvement Fund) and the Football Association. In addition, we wish to thank the many benefactors who generously provide expert professional services to Level Playing Field as a charitable pro-bono donation including; Bevan Kidwell (legal advice), Bird Consultancy (media and PR), Katherine Woods (accounting) and all those who have generously donated funds and/or their time during 2013/14. Please find a special tribute of thanks to our generous supporters at the end of this annual report.

We very much hope that additional funding (from the football family and other sports) will be forthcoming to enable us to continue with our important projects and activities that see an ever increasing demand on the charity and its associated levels of work.

It is safe to say that the last year has been another action packed year for LPF and the year ahead looks to be more of the same as we continue to campaign for equal access and inclusion for all fans.

### Janet Ireland, LPF Treasurer

### **About Level Playing Field**

Level Playing Field (LPF) is the trading name for the National Association of Disabled Supporters. LPF, which was originally established in 1998, is the only national registered charity representing disabled supporters for all sports in England and Wales.

LPF is a democratically run charity led by a pan-disabled representative Board of Trustees that has been elected by its members. LPF is further supported by its President and Vice Presidents (Honorary Officers) who act in an advisory and ambassadorial capacity; they include key persons within the Football, Disability and Political arenas.

Level Playing Field has a wide range of members including professional clubs, disabled supporters associations and individuals. Our key objectives are to promote an inclusive agenda, to raise awareness and to enhance wellbeing through football and other sports by ensuring an equality of spectator experience for all fans. Level Playing Field supports the Social Model of Disability, which states that people are only disabled or excluded by the existing barriers within our society.

Level Playing Field also provides support services and expert advice to its members and stakeholders and represents the views, issues and concerns of disabled supporters to football and sports governing bodies and government. We provide independent expert advice on all matters related to accessible sporting venues and inclusive match and event day experiences for disabled fans. Our works encompass a wide range of support services and our stakeholders include architects, local planners and access officers, clubs, managers of sports stadiums and other venues, policy makers, politicians and all party groups, media representatives, other fans groups, equality and disability organisations and not least disabled people, disabled sports fans and disabled supporters associations and their advocates.

Level Playing Field is recognised across England and Wales as the representative and co-ordinating body of disabled sports fans.

We are extremely proud of our achievements to date and the impact and influence we have had in improving the match day experience for so many disabled people who enjoy watching live sports or aspire to do so. But there is still so much more to do to ensure 'Equal and Inclusive Access for All Fans'.

### **Issues Facing Level Playing Field**

There are more than 10 million disabled people in the UK, approximately 12% of the population with an estimated spending power in excess of £80/90bn per year. Yet disabled people remain significantly less likely to participate in cultural, leisure and sporting activities than non-disabled people.

The 2012 London Olympics and Paralympics set a standard of good access for disabled sports fans with accessible venues provided across the Olympic Park alongside the Gamesmakers who were on

hand to ensure an inclusive welcome to all. That experience has given disabled people a taste of just what is possible with the right intention and commitment to ensure sporting venues fit-for-purpose.

LPF estimates that around 30,000 disabled fans regularly attend professional football matches in the UK but when you compare that number with the Premier League attendance alone for this season at 14 million, it quickly becomes clear that there is a huge disparity for disabled people able to attend live matches. For example, 1% of the population uses a wheelchair, so we'd expect (of the 14 million) around 140,000 wheelchair users alone to wish to attend Premier League matches during the season if provisions allowed.

There is an overall shortage of wheelchair accessible viewing areas, insufficient and / or poorly identified easy access and amenity seating for ambulant disabled supporters, a lack of accessible toilet facilities and other amenities at some grounds and a disparity between ticketing policies for disabled and non-disabled fans. Much of the seating is at pitchside with no choice, hospitality areas are often inaccessible, and the views or sightlines can be appalling.

It isn't all bad news of course and there has been good progress at some clubs. This often occurs at clubs with proactive Disabled Supporters Associations (DSA) that are democratic and independently representative of the views of all their disabled fans and where there is a good working dialogue between the DSA and the club. Level Playing Field works closely with the Disabled Supporters Associations (DSAs) at clubs and has been instrumental in setting up new DSAs including eight new groups in the last two years and many more first stage steering groups now established under the "Working Together Project". We will continue to support Clubs and groups of disabled football supporters to establish and sustain their local representative DSA.

We recognise that Level Playing Field has a responsibility to campaign on behalf of disabled supporters, to raise disability awareness and to strive for an equality of supporter experience. To do this we need to continue to work closely with sports governing bodies, the clubs themselves and increase our membership. We need to raise our own profile, continue to offer mediation and advice and develop other areas of our charity, including Disability Awareness Training and our unique Access Auditing services (specifically written for sports stadia), Design Appraisals for new Sports Stadia and help clubs write and achieve their Access Plans.

Level Playing Field relies on funding from the Football Stadium Improvement Fund, Fans Fund, and the Football Association, along with membership fees and ad hoc donations. We very much welcome this funding and the recent increase to our core funding. However, the demands on Level Playing Field increase year on year and we are under increasing pressure with the resources at our disposal.

In addition, LPF is now delivering self-funding professional access audits and disability awareness training to some sports clubs. LPF has most recently been commissioned by the Rugby Football League to undertake audits of their Championship clubs and the FA of Wales to audit their Premiership clubs. These commissions are self-sustaining; but it is important to note that the LPF access audit fees do not deliver a profit beyond meeting the associated costs in line with our charitable works.

### **Aims & Objectives**

The aims of Level Playing Field remain very clear and they are to ensure that football and other live sporting events are fully inclusive and welcoming to all fans in England and Wales.

- To be a voice for all disabled supporters and spectators
- To campaign for equality of supporter experience
- To enable more disabled people to enjoy live sports
- To enrich the lives of disabled people through football and other sports
- To raise disability and access awareness

### Review of the Year 2013 - 2014

It has been a very busy year for Level Playing Field as we continue to promote an inclusive agenda, to raise awareness and to enhance wellbeing through football and other sports by ensuring an equality of spectator experience for all fans.

### LPF Vice-Chair, Gary Deards – 1966 - 2014



We cannot start our annual review without acknowledging the passing of our Vice Chairman, Gary Deards. The many tributes that have been paid to Gary in recent weeks are testament to the respect and high regard with which he was held. Gary worked tirelessly for Level Playing Field and his experience, expertise and passion for our topic will be greatly missed. Up until the end Gary was heavily involved – still offering advice to LPFs Access Auditors and clubs just a few days before he died, contributing to design appraisals for stadium developments and monitoring the day to day running of the charity. He was full of ideas and he helped to establish many of the reporting structures we now use at Level Playing Field on a daily basis. Gary's legacy is that we build on the

great work he did for LPF and continue to be the leading charity for disabled sports spectators in the UK.

### The BBC News Story

In March this year the BBC ran a national news story, "Is the Premier League failing disabled fans?" and highlighted the lack of facilities for wheelchair user supporters at many Premier League football clubs. The report included a league table of facilities compiled by the BBC and showed that only three clubs meet the recommended minimum standard. The response to the story was immense with follow up reports on national and local radio and newspapers and it seemed as LPF Annual Report 2013/14

## **BBC** SPORT

though every sports journalist in the country wanted a statement from LPF.

Joyce Cook, OBE, Chair of Level Playing Field responded to a BBC study that found that only three top-flight stadiums currently provide the required number of wheelchair spaces. Of the 20 clubs in the Premier League, eight fail to offer even half of what they should under national guidelines - a situation that has remained largely unchanged for more than five years.

She called for radical change, claiming football has become "stuck" on the subject of disability. "The experience for a disabled football fan is very varied, but it's nothing like that of a non-disabled fan," she said.

"It's hard to get tickets, specifically for away games and especially for wheelchair users. When you get there, the sight lines can be pretty grim and it can be quite a miserable experience.

"There are a few good examples... but I think some of it is based on trying to manage a poor situation - a complete lack of sufficient seats."

Asked if she felt Premier League clubs are being discriminatory and letting down their fans, Cook said: "I would say so, yes."

When BBC Sport took its findings to the Premier League, it insisted it was working hard to accommodate disabled supporters.

"The highest standards of access are generally at clubs with new grounds, but all clubs, even those working within the constraints of older stadiums, work hard to make sure that disabled fans can attend matches and enjoy their football," read a statement. "We will continue to work with our clubs, fans and their representative organisations to make sure that the views of disabled supporters are taken into account as we make improvements in this area."

Current guidelines on how football clubs in the United Kingdom should cater for disabled spectators have been in place since 2004 in the form of the Accessible Stadia Guide.

The document sets out a minimum standard that all new grounds have to meet in the provision, location, and quality of facilities for disabled fans. The number of wheelchair spaces a stadium should provide is based on its capacity.

Old stadia are not exempt and, just like the local shop or parish church, football clubs must continually make "reasonable adjustments" to ensure everyone can access their services.

When considering what is "reasonable", financial resources are taken into account.

Since the implementation of the Equality Act in 2010 and legislation dating back to 1995, it has been illegal for service providers, including football clubs, to treat disabled people less favourably than other customers.

Barrister Catherine Casserley says clubs that do not adapt to the needs of their disabled fans could be breaking the law. "One of the things that courts will do to establish what adjustments it is reasonable to make is to look at what other guidance is around," said Casserley.

"If that says that clubs should have a certain number of wheelchair spaces and they don't have that and they don't really have any rationale for not having that - then the court might well decide that they breach the Equality Act."

Access to tickets is another issue facing disabled fans. Several clubs in the league have different ticket policies for disabled supporters, with restrictions that do not apply to non-disabled fans.

Casserley, an expert in discrimination law, says the majority of the football-related cases she has worked on involve ticket policies, but that fans are often reluctant to take action.

"I think football clubs are in a privileged position in that they probably rely on the loyalty of their supporters in not bringing claims," she said. "I have to say that the people that I've seen really have come to me at the end of their tether because they really don't want to bring claims against their clubs but they want the same experience as non-disabled fans. Why shouldn't they have that?"

Cook, however, thinks more football fans are willing to act. "Disabled fans got a real taste of what is possible during the London Paralympics and they realise they're getting a really raw deal," she said.

"There's always an argument about new and and old stadiums, but, quite frankly, you can pretty much make any stadium accessible if you have the intention, some smart design and clear thinking.

"It's time we all come together and really put this right once and for all.

### BBC Table - Who Performs Best (2014)

Wheelchair spaces provided as a percentage of Accessible Stadia Guide recommendations

Swansea 121%
Southampton 104%
Cardiff 102%
Arsenal 96%
West Brom 89%
Hull 89%
Manchester City 88%
Newcastle 73%
Sunderland 70%
Stoke 68%

11. West Ham 60%
12. Everton 56%
13. Norwich 49%
14. Chelsea 47%
15. Liverpool 45%
16. Manchester United 43%
17. Crystal Palace 40%
18. Aston Villa 39%
19. Tottenham 28%
20. Fulham 24%

### **Olympic and Paralympic Legacy Debate at House of Lords**

Later the same week, Lord Haringey chaired a debate in the House of Lords on the Olympic and Paralympic Legacy where the subject of urgent changes and access for disabled supporters was raised by Lord Faulkner of Worcester (Vice President of the Football Conference and Level Playing Field) and Baroness (Tanni) Grey-Thompson.



# "If football is to avoid having to face scores of claims for damages under the Equality Act, action is needed now," Lord Faulkner of Worcester insisted. "It is not acceptable for clubs to neglect the needs of disabled fans."

Lord Faulkner, who is also a Vice-President of both the Football Conference and Level Playing Field, addressed an Olympic and Paralympic Legacy committee debate on disabled supporters at football grounds.

"Taking all 92 professional football clubs into account, only 14 provide the minimum recommended number of wheelchair user spaces, and many clubs offer only very few away spaces for wheelchair users, some as few as three," he said. "This is not good enough and something has to be done."

"First, there needs to be an access audit review into what has to be done at each ground to ensure that every club meets at least the minimum requirements of the ASG. A strict timetable must then be established for the implementation of the necessary work. This programme should be overseen by the Sports Grounds Safety Authority and funded, if necessary, by the Football Stadia Improvement Fund".

"However, given the amount of money within football today compared with 20 or so years ago, and with clubs prepared to pay players up to £300,000 a week, it is not acceptable for the clubs to plead poverty and to continue to neglect the reasonable access needs of their disabled fans."

"They have had more than 20 years to make the necessary changes."

Former Paralympian Baroness Grey-Thompson, now a crossbench life peer in the House of Lords, said it was "completely unacceptable" for opposing disabled fans to be forced to sit together and "strongly disagreed" with specialist pricing programmes and ticketing policies which she said would mean they were "further excluded from watching the sport they love".

"London set the most amazing standard for inclusion for spectators. For the first time ever I went to a sporting event and was able to sit with the people with whom I had bought tickets. My family were not sent 10 rows in front of me and my daughter was not sent to sit in another stand completely. The sightlines were amazing and you could see everything that was going on. The platforms were built in such a way that when everyone jumped up at the start of the 100 metres, we were still able to see. There were some very simple things: for example, the toilets were in appropriate places and the access to food was amazing. In addition, the Games makers were trained to be positively helpful."

"...... I strongly support Joyce Cook from Level Playing Field when she said that the clubs need to react to the DDA and Equality Act legislation. *It is not as if they have not had a decent amount of support. Information that the clubs have been given goes back as far as 1995 and they still have not done enough to rectify this."....* 

"I also do not think that it is acceptable for fans who are wheelchair users to have to sit with the opposing team. That is completely unacceptable. But I also strongly disagree with clubs that offer either a specialist pricing programme or a different way of accessing tickets. What that usually means is that disabled people cannot just buy a ticket the same way as anyone else: they are reliant on a smaller body within the club to allocate them tickets. That is not always a terribly fair way of allocating them. It also means that a disabled person cannot complain. If they complain about the sightlines or

lack of access to toilets or food, they will not get tickets next time and they will be even further excluded from watching the sport they love. I was therefore delighted when the noble Lord, Lord Holmes, mentioned that the EHRC will be helping those sports that require to be pushed in a slightly more positive direction."

In response to the BBC news story and the Olympic Legacy debate, LPF President, David Bernstein CBE welcomed the BBC interest and said he hoped the issues highlighted in their news story concerning the many access difficulties facing disabled football fans will add further momentum to our works.

### Statement from Mike Penning, Minister for Disabled People



Following the BBC news story and the House of Lords debate, Mike Penning, the Minister for Disabled People issued a statement which said a complete overhaul of grounds was required, "starting at the very top".

He added: "The situation is currently woefully inadequate and it is not only wheelchair access that falls short, but access for people with all kinds of impairments."

Guidelines on how football clubs in the UK should cater for disabled spectators have been in place since 2004.

On Saturday 12th April the story was picked up and covered on radio, TV and in the national newspapers. The BBC reported Football clubs across Britain must urgently redress the "woeful" lack of facilities for disabled fans at many stadiums, says a government minister.

Mike Penning has written to every professional club in the country to highlight their legal obligations.

"I'm blowing the whistle on discrimination against disabled people by football bosses," he said.

## Joyce Cook added: "The experience of disabled football fans varies across the country. That's not acceptable and it's time all football clubs took their legal obligations seriously."

The Minister's statement created a great deal of media and public interest and LPF Chair, Joyce Cook, OBE spent the whole day providing press interviews. LPF has received numerous messages of support since the story aired and it was clear that the public, and especially fellow sports fans had taken this topic to their heart.

Level Playing Field's views remain very clear and we welcomes the Minister's statement. LPF will continue to work with the authorities and clubs themselves to improve access for disabled supporters. Furthermore, we recognise that access for disabled people is not only about wheelchair users. The BBC story focused on wheelchair user facilities on this occasion but the media understands that the

issues facing disabled fans are much wider. It is time for lasting change to ensure equality for the many disabled people who love live sports.

### LPF Access & Development Manager

In Spring 2013, shortly before last year's AGM, Level Playing Field appointed Ruth Hopkins as its Access & Development Manager. Ruth is an NRAC Auditor (National Register of Access Consultants) with a wide experience in the accessible environment and having been involved in cricket for some years. She manages the "Working Together Project", liaising closely with clubs, governing bodies and our members, and oversees the day-to-day office management. Ruth is also helping to deliver the LPF Access Audit programme.

### **Working Together Project**

2013-14 has seen a lot of progress with our key project within football - The "Working Together" project. The purpose of this project is to enable Level Playing Field to support clubs and disabled fans where no Disabled Supporters Association (DSA) currently exists to form pan disability, user led DSAs. The aim is to help improve the relationship, awareness and cooperation between disabled fans, clubs and non-disabled fans. During 2013 we worked closely with 23 football clubs who have either set up new DSAs, who needed on-going support from their set up in 2012 or clubs who are now working through the process to set their DSA up from scratch.

There have been some real success stories and LPF recognises the work involved by all the DSA volunteers and the commitment demonstrated by the clubs – often led by the Club Disability Liaison Officer. Wolverhampton Wanderers, Swansea City, Tottenham Hotspur and Norwich City are just four of the clubs where the newly formed Disabled Supporters Associations set up under our Working Together project started to make a real difference during 2013.

Ruth Hopkins was delighted to be invited to attend the Norwich City DSA Annual Meeting to talk about Level Playing Field and our work and later share a platform with their Chief Executive, David McNally, for a Q&A Session.

As the Working Together project continues we are hoping more regional forums can be set up along the lines of the successful one running in the South West which was originally set up by the Exeter and Yeovil DSAs. Leicester City DSA have advised that plans are well underway for the Midlands Forum meeting this summer, we are speaking to a London club about hosting the first meeting in that area and Ruth Hopkins is speaking to clubs across the rest of the country following the positive responses for a regional forum when asked in the recent LPF DSA questionnaire.

Disability Awareness Training is also a big part of "Working Together" as we encourage DSAs to work with non-disabled supporters and community groups to raise awareness. The existing LPF Disability Awareness Training presentation has been revised and brought up to date in collaboration with one of our new Consultants, Sarah Williams MBE. Sarah is the Equality and Diversity Manager at the Rugby Football League and she has recently set up her own consultancy. We are delighted to be working closely with Sarah and we value her experience and expertise.

The "Working Together" project ends in October this year but we will continue to support the existing DSAs and draw on the now established procedures and templates to continue supporting groups of disabled supporters wanting to set up an association at their club.

### **Level Playing Field Access Audits**



Level Playing Field is uniquely placed to offer Access Audits specifically designed for sports stadia, venues and arenas. We look beyond the built environment to take into account the pan disability requirements of sports spectators. We revisit the stadium on a match day, take time to talk to key personnel, look at the clubs' policies and procedures and provide disability awareness training, on-going support and access advice.

The programme is led by our experienced in house NRAC Access Auditor to provide professional, cost effective audits tailored specifically to the requirements of providing accessible sporting venues. The LPF audits are

undertaken by a small team of appointed NRAC accredited LPF Access Consultants specialised in auditing sporting venues. NRAC consultants are peer reviewed each year by the National Register of Access Consultants to ensure their continued accreditation to NRAC.

The Access Audit is the first step to help organisations meet the requirements of the Equality Act. It will demonstrate a commitment to improving access for disabled people and if used properly will increase custom and turnover and could help to mitigate clubs against claims of disability discrimination.

An LPF Access Audit can put clubs ahead of the game. It is an opportunity to see where they stand in terms of disability access and provision and to plan for any recommended changes. LPF Access Audits cover all aspects of the spectator experience including non-match day and match day activities. Each audit is undertaken in view of a spectator's journey from first seeking information and purchasing tickets through to attending the match or event day and includes each aspect of their journey from arriving at the sporting venue to leaving at the end of the match or event. The access audit includes a detailed audit of the stadium or ground and club facilities, ticketing and operational policies, accessible services and information, club personnel training, accessible workspace, hospitality areas, amenities and any associated outlets.

The report measures existing facilities and services against minimum industry standards, equality legislation and access regulations, including the UEFA and CAFE "Good Practice Guide to Creating an Accessible Stadium and Match-day Experience - Access for All" and the "Accessible Stadia Guide", and will also recognise where clubs are already doing things well. LPF then works closely with the club to help develop an achievable programme (Access Plan) to address the recommendations in the report.

The LPF access audits are offered at extremely competitive charitable rates dependant on the size and scale of the venue. LPF's primary aim is to provide first-class access advice and guidance to its clients rather than to make a profit. Each venue is allocated a dedicated auditor who may continue to provide access advice and guidance following the audit. LPF encourages each client to review the access audit each year as part of their evolving duty within the Equality Act. Level Playing Field continues to monitor the Access Audit industry and recognises that the market is very competitive. There are a number of organisations and individuals who are supplying "Access Audits" that may not be fit for purpose for a professional sports club. With this in mind, and in line with our charitable works, LPF Access Audits are priced to cover our costs.

Since setting up the programme, LPF has audited professional football clubs and their stadiums within the Premier and Football Leagues and several rugby and cricket grounds. In 2013, LPF was commissioned by the FA of Wales to audit each of its professional clubs and was also commissioned by the Rugby Football League facilities Trust to undertake access audits at each of its Championship clubs. Further, the RFL instructed its Super League clubs to undertake professional access audits and LPF agreed a preferred fee to complete these audits.

These commissions are self-sustaining; however, it is important to note that the LPF access audit fees do not deliver a profit beyond meeting the associated costs in line with our charitable works.

One of the first Access Audits Ruth Hopkins carried out after joining LPF was at Derby County FC. Following her recommendation to the LPF Board of Trustees we announced the third "Level Playing Field Centre of Excellence" award to Derby County. To qualify for the award, the club demonstrated that it meets the requirements of existing equality and access legislation, building regulations and accessible sports grounds and stadia good practice standards as well as having an inclusive approach towards disabled supporters and visitors.

During 2013/14 Level Playing Field will continue to audit sports facilities across England and Wales with commissions for many League football grounds, Twickenham RFU, several ECB Test grounds, all the RFL Championship grounds and all the FA Wales Premiership grounds.

### LPF Website, Fans Comments and Social Media

The redesigned Level Playing Field web site is proving very popular. We are very grateful to everyone who takes the time to send us their match day experience reports via the club postings. This gives us an opportunity to speak to clubs and offer advice where improvements could be made and also to congratulate them and share best practice where things are being done well.

The Level Playing field website provides access information for disabled sports fans at professional sporting venues in England and Wales. There is a section for Fans Comments on each club page and this resource has provided to be a popular portal for disabled fans to provide their match day feedback and to share their tips and experiences with fellow fans. LPF always sends the comments to the clubs whether they are complaints based or providing positive feedback. This has proved to be a very successful means of=affecting lasting change and the clubs and sporting bodies have worked with LPF to ensure that the comments are considered and acted upon when required.

### Day to Day at Level Playing Field

The day-to-day work involves many calls, comments and emails from clubs and individuals for advice and increasingly mediation. Level Playing Field is respected in the football and wider sports industry and governing bodies and we have a long association with professional clubs. We provide user-led advice and guidance and we are able to provide mediation services through our NRAC accredited auditor where communication has started to break down.

### Common issues and problems that have been raised in the past year included:

- Various ticketing issues including changes to concessions, pricing, season ticket availability (or lack of), limited or no access to away tickets, Proof of Disability requests that are still being asked for by many clubs.
- Disparity between clubs policies where as a Home supporter your club accepts you need a PA / companion ticket but when you travel to an Away game the club requests further "evidence". We have managed to persuade a number of clubs to adopt a reciprocal arrangement in these cases.
- Disabled fans having no choice of seating and often having to sit with home fans as away fans. This often leads to the disabled fans being abused and / or having a generally miserable match day experience.
- Limited views or sightlines often with views completely blocked and often throughout the game but certainly during all key moments. This is often made worse by persistent standing by other fans particularly in Away areas and there is reluctance by many clubs and stewards to act. "It was your own supporters causing the problem" is a common response from host clubs. Similarly, fans leaving the match before the final whistle and standing in gangways in front of disabled supporters.
- The shortage of wheelchair user spaces at both Home and Away games and insufficient or unsuitable seating for ambulant disabled supporters.
- Clubs with only pitchside accessible seating for disabled fans.
- TV cameras (including the new 3D cameras) and match day stewards and other officials obscuring views (sightlines) for disabled supporters.
- A lack of consultation with disabled supporter groups and LPF when developing a new stand or stadium.

The above, and other club specific problems, were regularly discussed in our meetings with the Premier and Football Leagues. We also produced a report to the Leagues during December 2013 that documented, club by club, the key issues raised. In 2013-14 there have been 312 separate complaints and issues received to LPF all of which have been dealt with by LPF.

These figures do not include other sports and general office administration or membership queries.

It isn't all doom and gloom and there has been some positive progress in the last year:

- Derby County will be awarded the third ever LPF Centre of Excellence Award.
- We have had meetings in 2013 with Design Teams or been consulted on stadium extensions to a number of football clubs including Manchester City, Bristol City, Bristol Rovers, Liverpool FC, Fulham FC, Plymouth Argyle, FC United of Manchester, Barnet and Brentford.
- LPF published several documents for clubs about the value of an access audit and how to make your club more accessible and include examples of many low cost and no cost improvements. These are distributed when we receive enquiries and give presentations and are jointly available from the Football Stadium Improvement Fund Technical Advisors. These documents can also be downloaded electronically via the LPF web site.

- LPF has worked closely with some of the lower league clubs we have updated our records and after making contact, we have been asked for advice from clubs including FC United Manchester, Southport, Southend and Cambridge United.
- LPF has held meetings and provided access advice to Manchester United, Manchester City, Chelsea, Norwich City, Swansea City, Crystal Palace, QPR, Derby County, Leicester City, Bristol City, Bristol Rovers, Birmingham City, Wolverhampton Wanderers, Shrewsbury Town and Cambridge United. We have already agreed appointments to visit a number of other clubs over the next few months.

We have continued to work with sports governing bodies and their clubs throughout 2013 to ensure more accessible facilities and services for disabled supporters. We welcome the opportunity to meet with the Football Association, Premier League, Football League, Conference League, Independent Football Ombudsman, Football Association of Wales, Rugby Football League, Rugby Football Union, the England & Wales Cricket Board, Sport England and the Sports Ground Safety Authority.

Level Playing Field continues to work in partnership with like-minded disability and equality organisations both within sports and the wider disability sector and during 2013 we have developed our relationships with Kick It Out, Attitude Is Everything, Trailblazers, Disability Rights UK and the Disability Action Alliance.

Ruth Hopkins, LPF Access and Development Officer sits on the Kick It Out Professional Game Guidance Group shortly after she joined Level Playing Field to advise on disability access issues. And Joyce Cook, LPF Chair is a member of the FAs Inclusion Advisory Board, providing independent advice on disability access and other areas of equality.

"Match Buddies" is a pilot project that was completed in early 2013. The Toolkit is now published but there is currently no funding to enable LPF to roll this great project out across England and Wales. We have received a number of enquiries from clubs and community groups and volunteers who are interested in getting involved but we've sadly had to inform them that the project is on hold until we secure further funding.

LPF was delighted to join the **Disability Action Alliance (Department of Works and Pensions)** and our Chair and Vice Chair had meetings with Disability Action Alliance (DWP) towards the end of 2013 and we are hoping there may be some interest from other members of the alliance (both commercial and not-for-profit) to sponsor and support the next stages of the project.

### Level Playing Field Weeks of Action

The 2014 Level Playing Field Weeks of Action campaign ran from the 15<sup>th</sup> to 30<sup>th</sup> March and provided a great opportunity for clubs to showcase the positive steps they have taken towards inclusion. As usual, the campaign was very well-received, with a wide range of governing bodies, clubs and DSA's hosting events and showing their commitment to the "LPF Weeks of Action" from the FA to the Ryman league and Essex FA, from large Premier League teams like Arsenal and Tottenham Hotspur to smaller non-league teams like Wrexham. Many DSA's also took part taking the opportunity to showcase the work of their DSA to all the club fans.

We are grateful to all the clubs and DSA's who supported our campaign this year and hope this will motivate more sports clubs to get involved in the future.

We were delighted to receive so many statements of support this year, including those from:

'As President of Level Playing Field, I am delighted to support this year's Weeks of Action campaign. We all have a responsibility to ensure that sport is truly inclusive and that naturally includes the many disabled spectators who are sports fans. I wish every success to everyone involved with this year's events.' David Bernstein, CBE, President of Level Playing Field

'I am pleased to offer my full support to the Level Playing Field Weeks of Action once again this year. Many disabled people already enjoy sports as both participants and spectators and we must ensure that our venues are accessible and welcoming to all so that we can encourage a wider involvement in all aspects of sports in the future. Wishing LPF and its members another successful campaign. 'Baroness Tanni Grey-Thompson, DBE, 11-time Paralympic Games gold medallist and Cross Bench Peer of the House of Lords.

'I offer my continued support to the Level Playing Field Weeks of Action campaign. The Weeks of Action enable clubs to celebrate and share the good work that they are doing to improve access to their stadiums for disabled supporters'. Sir Trevor Brooking CBE, Patron of Level Playing Field Weeks of Action

'On behalf of The FA, I am delighted to be endorsing the Level Playing Field Weeks of Action. A core goal of our work at Wembley Stadium, St. George's Park and across the County FA structure is football for everyone. It is important that the whole game comes together to make it as inclusive as possible. I wish the very best to Level Playing Field and everyone taking part this year, particularly the unsung volunteers helping to stage events.' **Greg Dyke, FA Chairman, The Football Association** 



### Matchday mascots at Tottenham Hotspur during weeks of action

Below is just a selection of what some of the governing bodies / clubs / DSA's did to celebrate the Weeks of Action. A full review can be found on our web site.

**Aston Villa:** Celebrated the LPF Weeks of Action at their fixture on the 15th March against Chelsea with a website news story, article in the match programme, pre-match flag parade by AVIDS and public announcement with the LPF logo on the stadium's giant screens and the Special Needs Cup Final being played at half-time – Springfield House School versus Langley School

**Blackburn Rovers:** Used the match day programme on 22 March and the big screen to publicise this year's campaign. In addition Blackburn Rovers used flash slides on the big screen to promote the LPF Weeks of Action throughout the match. The club referenced the Weeks of Action campaign on their Facebook and Twitter pages and the programme article also appeared on the Club's website. Additionally they invited two competition winners from Sliding Doors, a social group for isolated adults, to the match against Leicester City plus two young people and carers from a residential home.

**Bristol City:** Bristol Deaf FC played a demonstration disabled football match at half time during their game against Port Vale on the 25th March, in support of Level Playing Field Weeks of Action.

**Exeter City:** Exeter City and ECFC published a match day programme article and Jeanne Jones was presented with her LPF 'Volunteer of the Year' award at the home match on the 22nd March (ECFC vs. Fleetwood Town). Exeter City and ECDSA organised an event at the Exeter City training ground with its members attending a Players Training Session and meeting the manager and players.



### Jeanne Jones receiving her 'Volunteer of the Year' award from LPF Trustee Nick Saunders

The Football Association: The FA backed the LPF Weeks of Action with a website article.

**Liverpool:** LFC hosted a friendship match to celebrate its commitment to equality and inclusion and held a half time celebration event at the LFC v Chelsea FC match.

**Ryman League:** The Ryman League promoted the LPF Weeks of Action on their website.

**Rugby Football League:** Launched its new equality and inclusion online toolkit to coincide with the start of LPF weeks of action. And promoted the LPF professional access audit programme and its own commissioning of LPF to undertake Access Audits at each of its Championship clubs this year.

### The Level Playing Field Annual Awards

Every year we receive a large number of nominations for the Level Playing Field Awards. Our independent judge's panel then has the unenviable task of choosing three stand-out nominees to receive the Joseph Wratten Award, the Volunteer of the Year Award and the Club Employee Award.

This year's winners for 2013/14 were Paddy Cronesbury, MBE, Chair of Middlesbrough DSA, Jeanne Jones volunteer at Exeter City, and John Starkey the Disability Liaison Officer at Birmingham City, respectively.



John Starkey, DLO at Birmingham City, receiving the Club Employee of the Year Award.

Nominations for 2014/15 are now open and further details are available from the office or via the web site. We will be pleased to receive your nominations and encourage nominations from across a range of sports.

### A huge 'Thank You' to all our supporters

We share an office and a close bond with our sister charity, the Centre for Access to Football in Europe as critical partners in our on going works and we greatly value that relationship.

Level Playing Field wishes to thank our President, David Bernstein and our Vice Presidents, Ambassadors and volunteers for their unstinting support for LPF. We congratulate David on his CBE in the Queen's New Year's Honours List for services to football and his recent appointment as Chairman of the British Red Cross. Towards the end of 2013 we were pleased to announce the appointment of a new Vice President at Level Playing Field, Chris Heaton-Harris, MP.

We would also like to thank our funders and sponsors namely the **Football Foundation (Football Stadia Improvement Fund)**, the Football Association and the Football Conference and the following benefactors who have so generously provide expert professional services to Level Playing Field as a charitable pro-bono donation including; Bevan Kidwell (legal advice), Bird Consultancy (media and PR), Katherine Woods (accounting).

Thank you **to all those who have generously donated funds** during the past year including Chris Johnson, Colin Street, Phil Friend, Flora Nelson, Alun Francis, and family, friends and colleagues of the late Gary Deards: Supporters Direct, Football Supporters Federation, FC United, Paul Deards, Caroline and Phil Lawrence, the Wildblood Family, RT Morecombe, MR and DC Wensley, KB and JL Hartley, Janet and Cameron Ireland, John Starkey, Michelle and Elizabeth Howard, Wendy Morell, Matthew Holmes, Tony Taylor, Steve Wilkinson, David Munn, Rob Carmen Oliver at Nortons, Denise Evans, Andy Hood, Jim Froggatt - Chair Accessible Stadia, Ruth Hopkins, Andy and Sally Humphries, Philip Tranter, Chris Witcher Paul, Barbara, Jordan and Ben, June Wratten, Phil Barbasiewicz, Sherilyn Wass, Susan and Barry Morecombe, Tracey, Martin Baker, the Maidment Family, Mark George, Heather Johnson and IC Vaughan Morgan and to all who gave their time to support our aims.

And with a special note of thanks to the Sports Ground Safety Authority for their help in printing the papers for this year's AGM and for their on-going support for LPF and our works.

### LPF is moving

Finally, there are some changes happening at Level Playing Field in the coming weeks. The office is relocating from Chester to a modern accessible office next to Wembley Park station and just a short walk to Wembley Stadium. Sadly, our Office Administrator has chosen not to move with us and we will be saying good-bye to Rachel Nickless. Although as a Chester FC disabled fan she has said that she is planning to stay in close touch with LPF and to continue to support our works. We thank Rachel for her help over the past two years and wish her all the very best for her future. LPF has recently appointed a new Administrator who will be based in the London office.

Our new address: Level Playing Field, c/o CAFÉ, No 1 Olympic Way, Wembley, London, HA9 0NP.

### Level Playing Field Honorary Officers and Ambassadors

President:	David Bernstein	
Vice Presidents:	Lord Rosser of Ickenham	
	Lord Faulkner of Worcester	
	Andrew Shaw	
	Chris Bird	
	Chris Heaton-Harris, MP	
Ambassadors:	Danny Wallace	
	Danny Mills	
	Steven Johnson	
	June Wratten	
Patron of the LPF Weeks of Action: Sir Trevor Brooking		
LPF project volunteer:	Elaine Browne	

### Level Playing Field Trustees and employees to May 2014

Trustees:	Joyce Cook, OBE	Chair
	Gary Deards	Vice Chair
	Janet Ireland	Treasurer
	Anthony Taylor	Secretary
	Keith Graham	
	Kush Kanodia	
	Christine Peacock, MBE	
	Rosie Perkins	
	Nick Saunders	

**Employees** Ruth Hopkins, NRAC Auditor Rachel Nickless