



Disabled Supporter's Policy

Reviewed August 2023

Policy / Plan Details

Name of Policy / Plan	Disabled Supporter's Policy	
Policy / Plan Owner	Andy Williamson Club Secretary ESFC Ian Fleming – Nominated Disability Contact	
Policy / Plan Reviewer	Keith Hogg, Operations Manager	
Date Policy / Plan Created	09 October 2007	
Date Last Updated	17 August 2023	
Date for Review	August 2023	
Signatures	Policy Owner: Ian Fleming	Date: 18/06/21
	Director:	Date: 19/06/21

Revision History

Date Revised	Reason	Author
11/1/13	Policy created	Campbell Dick
24/1/13	Added front and ownership / revision history to document.	Campbell Dick
24/1/13	Policy reviewed – no changes	Campbell Dick
22/10/15	Policy reviewed – update to Disabled Supporters meeting with Club Directors	Keith Hogg

11/10/16	Policy reviewed – no changes	Keith Hogg
25/10/17	Policy reviewed – no changes	Keith Hogg
25/04/19	Updated to include Equality Act 2010	Andy Williamson
25/06/20	Policy review – no current changes	Andy Williamson
18/06/2021	Policy review desktop – no changes	Ian Fleming

East Stirlingshire Football club review this policy in conjunction with the Equality Act 2010

DISABILITY POLICY The Club is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to make to all goods, services and facilities provided or offered to the public by the Club.

The club operates a concessionary ticketing scheme for all disabled supporters. Further to this the club admits all carers to matches free of charge. Groups of disabled supporters who wish to attend matches are always welcome and contact for such arrangements should be with the club secretary.

The Club recognises that not all of its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Equality Act 2010 and its relevant Codes of Practice to ensure full compliance with the legislation.

The Club also recognises that it has new duties to remove permanent barriers that make it difficult or impossible for some disabled customers to access Club facilities. The Club will undertake such additional works as are reasonably required within the timescales set out in the Act.

Additionally, we would ask all persons who visit our premises to identify areas which might offer physical barriers and offer insights into how we might best improve and enhance our facilities, goods and services in respect of disabled persons.

In those instances where the Club is unable to provide equal services to disabled patrons, the Club will endeavour to provide alternative facilities, goods or services to the satisfaction of the individual.

The Club has a grievance procedure in place and guarantees to its disabled supporters and customers that any complaints of discrimination will be dealt with quickly under that procedure. The Club has advised its staff that any incident of discrimination under the provisions of the Act is a serious matter and will be dealt with under the Club's Disciplinary Procedures.

For the assistance the following are available -

Car Parking Home Support There are specially designated areas of car park, controlled by stewards adjacent to disabled access points. Please contact the club before the start of the season so that you can be issued with a pass for these car parks and information as to how to find them on arrival.

For a one-off match attendance, please contact us well in advance and we will try to find suitable parking for you, or arrange a “drop off” pass. For games where high attendance figures are anticipated, a “drop off” pass may be the only option at short notice.

Car Parking Visiting Support Please contact your own club who will advise us here at East Stirlingshire of your name and your carer’s name, stewards will arrange parking to the rear of the north stand. Please be aware that for games where high attendance figures are anticipated you may need to be dropped off with your carer and the driver of the vehicle asked to park in the away car park areas. Wherever possible stewards will try to accommodate your needs provided your club has advised us of your name and carers name in advance.

Physically and / or mentally disabled supporters. Immediately in front of each set of turnstiles at each event will be steward in a Hi-visibility yellow jacket who can direct you to the disabled access for the section of the stand that your ticket is valid for. Stewards at these gates can give assistance and guidance and direct you to the area specifically designed for physically disabled supporters and advice on the nearest disabled toilet facility to your seat.

Please be advised that carers accompanying disabled supporters who are children or young persons must be adults over the age of 18. This is to ensure the safety of disabled youngsters during the event and in the event of an emergency situation.

Physically disabled supporters must not access seats in the main stand, other than in designated disabled areas for their own safety, as exiting in an emergency could be difficult and could expose the disabled person to unacceptable delays and risk.

Visually impaired supporters Visually impaired supporters must be accompanied at all times by an able adult (over 18 years), to ensure their safety in an emergency where exit may be by a different route to that of entry or during a normal exit from the stadium.

Severely Hearing-impaired supporters. Supporters with severe hearing impairment must be accompanied by an able adult (over 18 years). This is to ensure safety during any emergency event when instructions will be given verbally over the public address system, by loudhailer or attending stewards.

Questions or help? If you have any questions or require advice or support to enable you to enjoy the event, please contact us at the club and we will be very pleased to assist and advise you.

East Stirlingshire Football Club now have a disabled supporter's direct contact.

Contact Ian Fleming

Matchday Director on 07504 399409