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NORWICH CITY

FOOTBALL CLUB



Meeting Title:	Unite for Access
Panel:	Anthony Richens, Glen Riddersholm, Greg Pillinger, Bonnie Dillaway, Flo Allen, Scott Kelly
Guests:	Owain Davies – Level Playing Field, Kevin James – NCDSA

Introductions from Anthony.

Anthony informs all of Stephen Grahams departure and that Scott Kelly will take on the role of disability access officer. E. – accessibility@canaries.co.uk

Item	Title
1.	Glen Riddersholm – Q&A on first team football and the development of players throughout the system.
2.	Flo Allen – Update on Women's team. Fans need to feel safe at The Nest. Personal thank you from a fan to Flo for helping his wife on match days and always making her feel welcome.
3.	Owain Davies, Level Playing Field –

Every fans matchday experience is different. Asks for feedback to help improve future experiences.
1st – 16th March is the Level Playing Field campaign.



Q.

Who enforces disability standards? Supporter feels there should be a certified body.

4. Kevin James, NCDSA –

The Championship have their own DSA support group. Encourages supporters to use the DSA as their voice of support or to contact regarding any concerns they may have.

5. What we have done so far?

Change of roles within the club.
Invest in soccer site.
Invest in equipment.
Discussed inclusivity with Age UK.

6. Q&A Session –

Transport/Parking

Request for transport from County Hall to the ground. Shuttlebus?
Parking to be available at the stadium car park for disabled supporters. Question was asked on whether players needed to park at the ground.
Wheelchair users find it traumatic on Kerrison Road.

Changing Facilities/Accessible Toilets

Not always easy to access accessibility toilets. More are needed around the stadium. Some need access to changing facilities.

Currently, accessibility toilets aren't wide enough for the user, carer and wheelchair. Request for toilets to be wider.

Lifts

Regency lift to upper tier has sometimes been broken which has led to supporters missing games due to not being able to get to their seat via the stairs.

Joma lift only goes to the second level and not the top level. A few disabled supporters have had to walk the stairs which can be difficult.

Gallery



Request for the microphone in the Gallery to be fixed so that supports can hear the atmosphere which JHT states in the season ticket renewal letter. Supporters haven't heard this atmosphere for a new seasons now.

Lights are shining too bright from the stand into the Gallery. Possible strip of green tape could help block this out.

SeatGeek

Are fans able to book accessibility tickets online through the new ticket system?

Training

Request for staff members, including casual staff to be training in how to care for supporters with disabilities.

Are stewards at The Nest trained in dementia? Request for us to become a dementia friendly club.

Leaking Roof

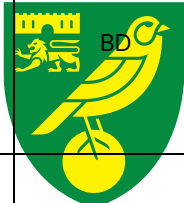
One fan has suffered a few near misses with trips and falls due to a leaking roof. Request for a handrail along the wall of Joma Stand.

Disabled Supporter Numbers

How many disabled supports do we have?
There is currently no database which provides answers and figures.

Action List:

Concern raised	Answers	Person accountable
Are we accountable to any disability standards?	Level Playing Field answered on the night. No legal requirements but are guidelines and LPF offer accessibility audit. BD to seek approval for audit.	BD
Are we looking at a shuttle bus from County Hall?	We are working with external parties to look at this as an option.	SK
Parking at the stadium	To be reviewed in off season. Meeting with BD, DC, GP, AB	BD

Need for a changing places facility	All agreed that this would enhance accessibility offer and is vital to ensuring everyone can have the right facilities	
Can we make any of our accessibility toilets wider?	No but can be considered with redevelopment. Changing Places toilet would assist these needs	
Are we reviewing lifts at the stadium?	Yes but again as part of the wider redevelopment.	BD
Why is the lift not available from Level 3 in Joma stand?	Signage to be reviewed – BD/GP	BD/GP
Can we fix the microphone on the viewing platform so that the atmosphere is played through?	The IT team will review the issue and look for solution	CB
Can we do anything to block the bright lights from the floodlights ie green visor tape?	The club will look at the possibility of visor tape	GP
Can supporters book accessibility tickets online through the new ticketing system?	It should be possible. Ticketing team are working through functionality and capability to book disabled tickets online will happen	BD/SK/DC/OA
Will we invest in staff teams having training to support different disabilities?	<p>We are considering which training would be relevant and for whom.</p> <p>DAO qualification for Scott.</p> <p>Visual impairment training.</p> <p>Neurodiversity training</p>	BD
Can we become a dementia friendly club?	We can definitely look in to what is involved	SK/BD
Are we addressing issues with leaking roofs as they cause additional hazards for those with mobility	Yes the operations team are looking at this as a priority	GP

