



Carlisle United Disability Policy

OVERVIEW

Our aim at Carlisle United is to make the experience of having contact with our football Club, be that on a match day, or on or off site, as enjoyable as possible and inclusive for all supporters.

Carlisle United operates an overall Equality Policy to promote our own equality objectives and, in doing so, help to ensure that everyone is treated fairly and with respect. All Carlisle United representatives should abide and adhere to this and to the requirements of the Equality Act 2010. In doing so we are working towards being legally compliant in relation to equality legislation.

The Football League is responsible for setting the standards, values and expectations of all clubs in relation to equality, inclusion and diversity. Football is for everyone; it belongs to, and should be enjoyed by, anyone who wants to participate in it, whether as a player, official, staff member or spectator.

Carlisle United's commitment is to promote inclusion and to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy and maternity, and to encourage equal opportunities. These are known as 'protected characteristics' under the Equality Act 2010.

Carlisle United will ensure that it treats everyone fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities. Every staff member, board member, official, spectator, fan, including anyone associated with a visiting team, can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to work and watch football in an environment without the threat of intimidation, victimisation, harassment or abuse.

Our Equality Policy is further extended to have specific policies in respect of the disabled. Additionally, we operate a Fan Code of Conduct which runs alongside this Disability Policy.

These policies are fully supported by the Holdings and 1921 Boards of Carlisle United. The club's chief executive is responsible for the implementation of this policy.

EQUALITY ACT (2010)

Disability is one of the nine protected characteristics, as defined by the Equality Act (2010). This act ensures those covered by the legislation will not be discriminated against, as follows:

- direct discrimination - treating someone with a protected characteristic less favourably than others.
- indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.

Carlisle United aims to fully comply with both the spirit and provisions of the Equality Act.

DEFINITION OF A DISABLED SUPPORTER

For the purposes of this policy the definition of a disabled supporter is: "any person who, because of their disability or impairment, is unable to use ordinary standing or seating areas without contravening Health and Safety regulations, guidelines or policy. Any such person will be considered for use of the designated areas of the stadium in line with the procedures set out in this policy."

TICKETING

All ticketing issues are dealt with by the ticket office in the first instance - contact the Ticket Office on **0844 371 1921** or by email on ticket.printing@carlisleunited.co.uk.

For ticketing issues that fall outside the club's set policy, please ask to be put in touch with the ticket office manager, who is also the club's Disabled Support Liaison Officer, in the first instance.



CARER / ASSISTANT TICKETS

If you require a carer / assistant to be with you, in order to attend matches at Brunton Park, please note that we will allow a free companion / assistant / carer ticket for anyone who can provide proof they receive either the middle or high rate of DLA care allowance, or medium or enhanced PIP. We will also accept the high rate of mobility for DLA, and the enhanced mobility rate of PIP.

However, we are happy to consider requests on a case-by-case basis from those who don't meet the strict criteria. Please contact the ticket office for more details.

Please note that the issuing and use of carer's tickets is closely monitored and may require that you go through an annual application process.

These tickets are issued solely to enable a disabled supporter to attend and enjoy the match, therefore they are not valid and must not be used if the disabled supporter is not in attendance. Any misuse of a carer's ticket is likely to result in it being withdrawn.

WHEELCHAIR DEPENDENT SUPPORTERS

There are sixteen spaces for wheelchairs located at the southern end of the East Stand. These are all currently allocated on a first come, first served basis for each game. These spaces are partially covered and located at pitch level.

There are four spaces for wheelchairs available at the northern end of the Paddock, for home supporters. These spaces are in a raised and covered viewing area, in line with the Waterworks End 18-yard box. They are also allocated on a first come, first served basis.

There are four wheelchair spaces available for away fans, located in the Waterworks End adjacent to the away fan seated area. In the event of poor weather, there is provision for wheelchair supporters and carers to be moved to the home area, should space allow.

Wheelchair dependent supporters should be accompanied by a person who is capable of supporting the disabled person's needs in the event of an emergency. For this reason, we strongly recommend that this person is sixteen years of age, or over, and is not infirm.

AMBULANT DISABLED SUPPORTERS

We are aware that there are a considerable number of people in the community who use wheelchairs, mainly for outdoor mobility purposes, but are not necessarily confined to their wheelchair. There are also many people suffering severe walking difficulties who may wish to watch a match. For the purpose of this policy both categories of people will be termed as 'ambulant disabled supporters'. Those supporters with ambulatory disabilities of a severe nature will be given access to seating nearest the entrances / exits, should they require it. Please speak to us when booking your tickets and we will meet your needs in every way possible.

SUPPORTERS WITH INVISIBLE DISABILITIES

Should you wish to accompany a supporter who has a less obvious disability, such as Autism, Dementia, Anxiety, Mental Health issues or Severe Learning Disabilities, and you require help or advice, please contact the ticket office, in the first instance, who will endeavour to provide assistance specific to the needs of the individual.

VISUALLY IMPAIRED SUPPORTERS

Unfortunately the club does not, at this time, provide a dedicated audio-described commentary service for visually impaired supporters. Our local BBC Radio Cumbria broadcasting station provides full match commentary on 95.6FM.

The club strongly recommends that a person who is fully able to support their needs in the event of an emergency should accompany each visually impaired supporter attending a match.

Assistance Dogs are allowed into the stadium, but the club recommend that any supporter wishing to bring an assistance dog contact the ticket office at least seven days before the match. Due reference will be



given to all aspects of safety and guidance from Guide Dogs for the Blind to ensure safety in the ground. Measures will also be taken to ensure that the welfare of the assistance dog is preserved.

CAR PARKING FACILITIES

The club currently has 15 disabled parking spaces at the north end of the East Stand. These spaces are allocated on a first come, first served basis and are available for home and away supporters. There is additional parking available in the Supporters' Car Park, on site here at Brunton Park.

TOILET FACILITIES

There are specially adapted toilets located in the East Stand. Please ask our stewards for advice, should you need to use the facilities. There is also an adapted toilet at the north end of the Paddock, adjacent to the catering facility. Each of these toilets is alarmed.

MATCH-DAY STEWARDS

All match day stewards are trained to, or are working towards, NVQ Level 2 in Spectator Safety. They will be able to answer any questions or concerns you have on a match day.

CATERING FACILITIES

Match-day catering is provided in the East Stand concourse for home and away fans, and around the ground, both inside and outside the stadium confines. Due to the number of people using the concourses pre-match and at half time, the club stewards will also offer assistance in getting refreshments for disabled supporters. Foxy's Restaurant is accessed by disabled supporters via a lift. Staff will be on hand to assist with the operation of the lift upon your arrival.

ACCESS TO BLUES STORE

The Blues Store is accessible via a disabled ramp which runs from the rear of the store to the main entrance. The Blues Store is laid out in such a manner to be wheelchair friendly. Please ask the Blues Store staff on arrival if you feel you require assistance.

ACCESSIBLE MEDIA

If any visually impaired supporters require alternative formats of club publications, please contact the Disabled Supporter Liaison Officer. Carlisle United welcomes any feedback on this policy and would encourage any person to contact us with comments or suggestions for improvement or amendment.

COMPLAINTS AND COMPLIANCE

Carlisle United regards all forms of discriminatory behaviour, as unacceptable, and is concerned to ensure that individuals feel able to raise any bona fide grievance or complaint related to such behaviour without fear of being penalised for doing so. Appropriate disciplinary action will be taken against any employee, member or volunteer, spectator or fan, who is found, after a full investigation, to have violated the Overall Equality Policy and the Disability Policy.

In all instances should you still not receive a satisfactory answer to any issue from the club, please ask to speak to the club secretary, or the chief executive. Both can be contacted via the club's main telephone number on **01228 526 237**.

CONTACT DETAILS

Disabled Supporter Liaison Officer
Club Secretary
Chief Executive

Louise Banks
Sarah McKnight
Nigel Clibbens

ticket.printing@carlisleunited.co.uk
sarah.mcknight@carlisleunited.co.uk
nigel.clibbens@carlisleunited.co.uk

Additionally, should supporters require external support please contact our Disabled Supporters Group Chairman.

Disabled Supporters Group Chairman Barry Carter [carterbarryf@yahoo.co.uk]