

Northampton Rugby Football Club



Access Policy

A Guide to Facilities Available at Franklin's Gardens for People with Disabilities

**This Document is available in large
print or electronically on request.**

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Introduction

Northampton Rugby Football Club invites and welcomes people with disabilities, and their carers, to attend Franklin's Gardens and use its facilities, both on match and non match days.

The Club provides match day and other conference and function facilities which are accessible for people with disabilities.

Where any access issues are identified, the Club is committed to exploring avenues to remove those identified barriers that are necessary and reasonable within the spirit and requirements of the Disability Discrimination Acts of 1995 and 2005 and the Equality Act 2016 to improve access for all. To assist this process the Club is committed to undertake regular consultation with its supporters, and other users, with disabilities and their carers. Notwithstanding this, the Club reserves the right to refuse access to areas of the ground for people with disabilities where it is shown by risk assessment that it would be in contravention of overriding Health and Safety legislation.

Definition

Northampton Rugby Football Club recognises that the term 'Disability' is a very broad term. Like non-disabled people, people with disabilities come in all shapes, sizes and ages. They also have varying degrees of disabilities.

The Club recognises the following definitions of disability:

Disability Discrimination Act 1995

'A physical and/or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities'

The Social Model

'Disability arises from the interaction of people with impairments, with excluding social, material and organisational barriers.

The problem is not with the individual.

Without the social, material or organisational barriers, the impairment would still exist but the disability would not. The problem is not with the individual but the way that society reacts'.

Facilities

Northampton Rugby Football Club provides the following facilities and match day concessions for people with disabilities and /or their carers. The Club reserves the right to request proof of a disability before providing any concession.

This may include proof of:

- Receipt of medium or higher rate Disability Living Allowance
- Severe Disablement Allowance
- Attendance Allowance
- Disabled 'Blue Badge' (for car parking only)

Ticketing

People with disabilities are charged the current concessionary standing terrace charge irrespective of their viewing position within the ground. Their carer, where appropriate, is provided with free admission subject to the following conditions:

- There can only be one carer per disabled person. Other guests are welcome to attend at normal match day rates.
- The carer must be an able-bodied person capable of providing assistance to the disabled person in the event of an emergency situation or ground evacuation.

Parking

Northampton Rugby Football Club provides free parking for people with disabilities as follows:

- VIP car park 13 spaces
- Car Park 'A' 13 spaces
- Car Park 'C' 5 spaces
- Car Park 'D' 20 spaces
- Beacon Bingo car park 49 spaces

Car parking tickets are available from the Club and must be applied for and displayed on the vehicle to gain entry to the car parks. They are issued on either a seasonal or (where available) match day basis. The ticket allows parking in the **designated car park only**.

'Drop Off Points' for people with disabilities are provided, via the Abbey Street entrance or the main VIP car park on Weedon Road. These allow the person with the disability to be dropped off close to the stands but the car must then be removed and parked elsewhere. 'Drop Off Point' tickets are also available from the ticket office either on a seasonal or match day basis. These must also be displayed on the vehicle to take advantage of this concession.

The 'Blue Badge Scheme' does not automatically give access to the designated disabled car parking facilities at this ground.

Access Routes

All public areas of the ground are accessible for people with disabilities. A complete circulatory route of all stands at ground level is currently possible, however there is no access for wheel chairs at Gate 1 between Carlsberg and Barwell Stands (steps).

Viewing Areas

The ground provides a number of viewing areas for spectators with disabilities and their carers:

- Carlsberg/East Stand - two areas at the upper level
- South Stand - one area at the upper level and four areas at ground level
- Churches/West Stand - three areas at ground level
- Barwell/North Stand - three areas, one at ground level, one on the first floor and one on the second floor (disabled access is available via Gate 4, Beacon Bingo Car park for ground floor. First or Second floor access is via the Barwell Stand reception)

A total of 179 spaces for people with disabilities and their carers are provided.

Gate 4 provides access for people with disabilities to the Barwell Stand area.

People using the disabled viewing areas in the *Carlsberg/East Stand* should access through the main Carlsberg Stand reception area.

People using the disabled viewing areas in the *South Stand* should enter via Gates 2 or 3. Those using the Upper level viewing area should then use the dedicated entrance in the South Stand reception.

People using the ground level disabled viewing areas in the *Churches/West Stand* should enter via Gates 2, 3 or 4.

Respective entrance gates are shown on season and match day tickets.

Toilets

A number of toilets for use by people with disabilities are provided around the ground:

Carlsberg/East Stand - two at the upper level and three in the bar areas

South Stand - two at the upper level and one in the concourse

Churches/West Stand - two at ground level (one each end of the stand)

Barwell/North Stand Pavilion - three at ground level, three each on the first and second floors. One next to the medical room at the rear of the Barwell Stand, N/W corner.

The toilets in the Rodber Bar and Heroes Bar in the Carlsberg Stand are accessed by use of radar keys. All are clearly signed and conform to current regulations and design guidance.

Refreshment Facilities

The majority of catering facilities are accessible to people with disabilities, low level sections of bars/food outlet counters are provided. Consideration is being given to the provision of suitable refreshments at viewing areas where people with disabilities are unable to visit the catering areas.

Miscellaneous

All design features, signage, built environment issues and structural finishes at the ground have taken account of the current requirements and regulations made to assist the access, safety, comfort and enjoyment of the facility by people with disabilities.

Management Issues

Northampton Rugby Football Club has an appointed Liaison Officer to continually monitor and update procedures for attending to people with disabilities whilst using this ground.

Match Day

All match day safety stewards receive training in relation to Disability Awareness, the Disability Discrimination Act 1995, the Equality Act 2016 and provision of help and assistance to people with disabilities. They also undertake other customer care training.

Dedicated safety stewards are deployed to all upper level disabled viewing areas.

All match day safety stewards are trained in the use of 'Evac Chairs'.

Following the Barwell Stand construction in November 2015 there is now an Evacuation Lift installed with dedicated wheelchair refuge areas next to the lift access.

'Key Point' telephones, providing direct contact with the stadium control room, are installed in all upper level and the majority of ground level disabled viewing areas.

First aid and medical cover is provided at all matches.

Senior Club managers are available at all matches to provide advice and assistance to people with disabilities.

Non Match Day

All staff at Franklin's Gardens are aware of their responsibilities and commitments to provide advice and assistance to person with disabilities.

All staff are aware of the contents of this document.

Senior Club managers are available to provide advice and assistance and to resolve any issues with people with disabilities.

Emergency Procedures

In the event of an emergency incident arising at the ground on a match day people with disabilities will be assisted by dedicated safety stewards. It is important in these circumstances that the carer of the person with disabilities is also able to provide assistance where required.

Depending upon the type and location of the incident, people with disabilities may have to be evacuated from their viewing positions either within or outside the ground. In some circumstances it may be necessary to use the 'Evac Chairs'. Where this is the case they will be used by trained safety stewards.

Safe 'Disabled Refuges' are provided at all levels in the South Stand.

In the event of an emergency incident occurring on a non match day, people with disabilities will be assisted by Club staff who are aware of the emergency systems and their responsibilities.

Consultation

The Club is committed to consulting with its supporters and other users with disabilities both through supporter engagement surveys and through direct communication around specific issues. This policy itself has taken account of comments brought to our attention in a previous consultation process.

Review

Northampton Rugby Football Club welcomes comments on this document and its provision of facilities or concessions to people with disabilities.

This policy document will be reviewed and updated, where appropriate, on an annual basis.

A handwritten signature in black ink, appearing to read 'Mark Darbon', with a long horizontal flourish extending to the right.

Mark Darbon
Chief Executive

Date: 23/12/2019