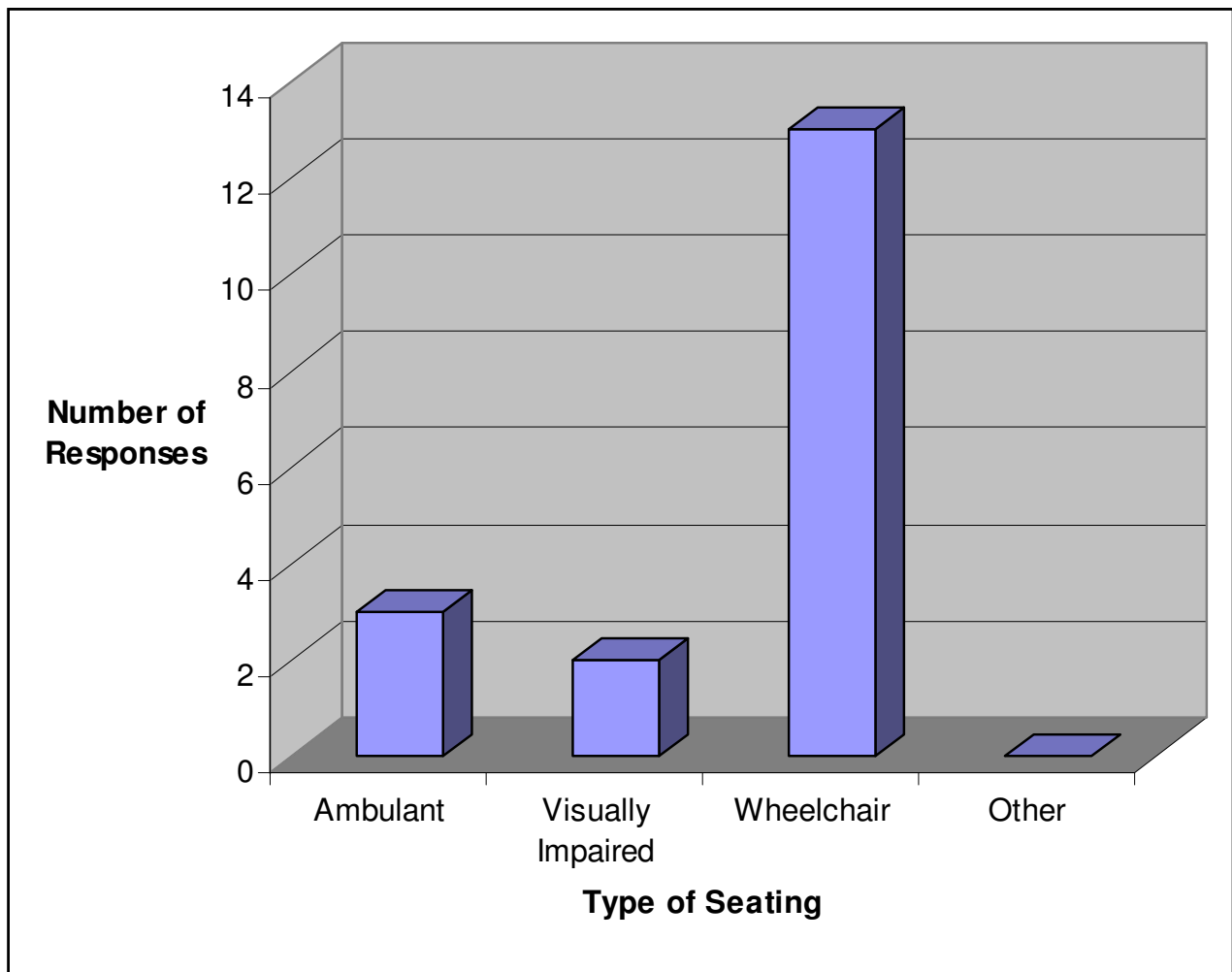


# **Disabled Supporters Questionnaire July 2005**



Main points from questions 2 and 4: disabled car parking near stadium, good view that will not be affected when fans in front stand, stewards trained to work with disabled supporters, programme easy to purchase, disabled friendly public transport at stadium.

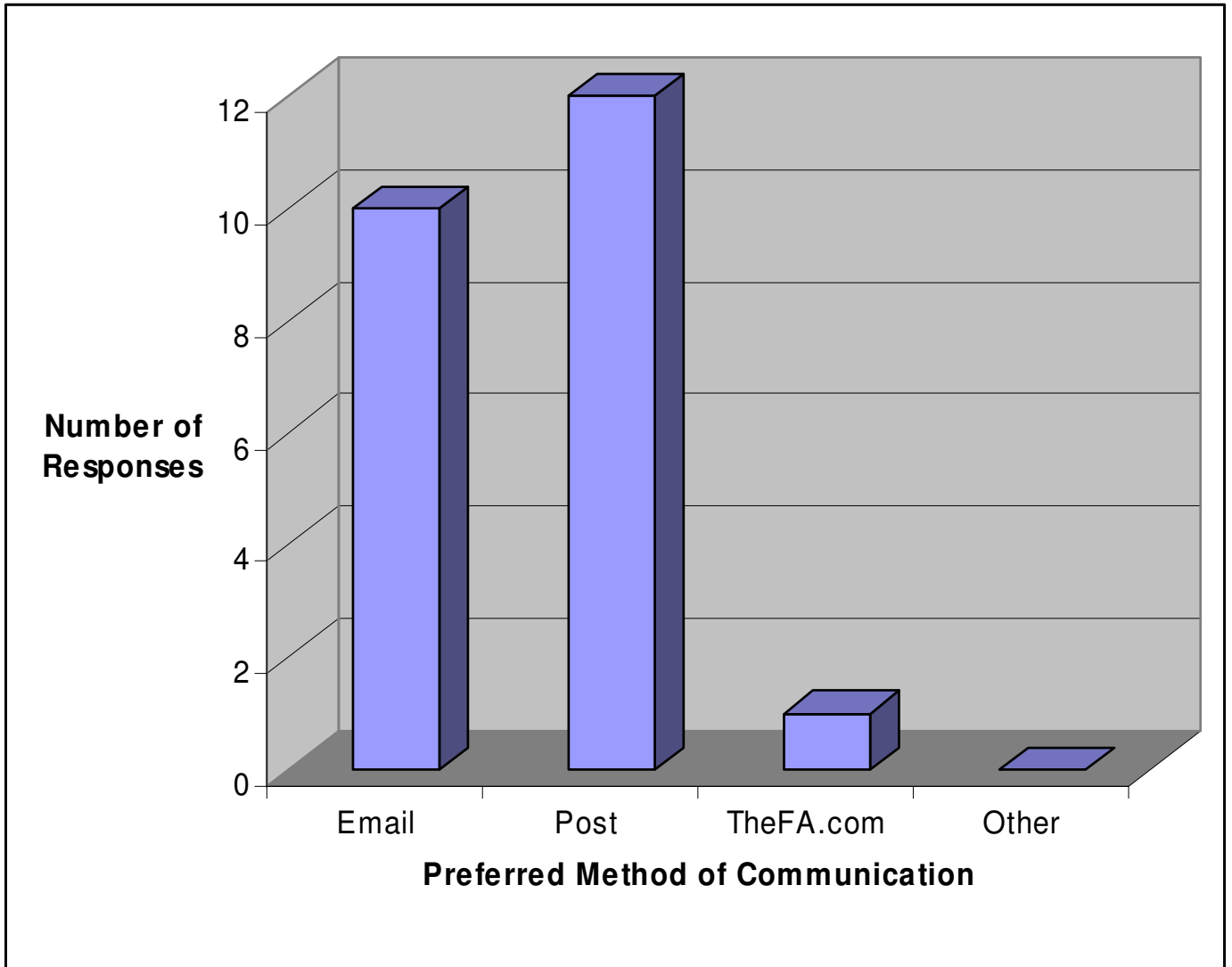
**Q1. Which area of the ground do you normally purchase your tickets in?**



## **Q 2. What improvements to your match day experience should be considering for the new Wembley Stadium?**

- Seating should be considered the same for VI supporters and their carers as normal supporters, not all VI's are totally blind and would like to see the game also
- Information on accommodation in the area. Also info on trains from stations other than ones from/to London such as Watford/Hatfield/Northampton etc
- Sitting with family and friends, good access and view
- Good sight lines and access without going in other supporters section
- Good toilet facilities. Wheelchair friendly refreshments and shopping facilities. Good access to stadium, parking facility close to stadium and good access. View not restricted by other fans in stadium. Sit with own fans. Dedicated FA rep – contactable on match day. One of the biggest fears for me as a wheelchair user, is going to be the logistics of getting to Wembley. Trains an underground access will be an important consideration. A provision for disabled parking, close to stadium will be important as well. Disabled friendly stewards a real bonus.
- A possible disabled suite where all disabled fans can congregate before, during and after matches like at Old Trafford.
- Easy access for disabled supporters, better access with railway station.
- Sitting with my wife and two kids.
- Disabled access, stewards on the outside telling people where to go. Being disabled I had to queue for forty minutes to buy a programme in the stadium.
- Parking. Easier access to purchase match programme
- Better position of viewing and car parking
- Seating to be comfortable, particularly plenty of leg room in front, between seats, good viewing point and easy access
- Good close by parking, clean disabled toilets and above all clear viewing with no obstruction (i.e. standing fans) of the pitch
- Unimpaired view even if able bodied supporters are standing. Sufficient disabled toilets, sufficient car park provision for disabled match ticket holders.
- Audio match day commentary, audio match day programme, visual awareness training for stewards – good colour contrast and signage
- Please make disabled toilets 'radar' key only as the Millennium Stadiums are open and they can be really messy
- Good car parking close to stadium, and wheel chair access and good eye line view when other supporters stand up, wheelchair access hotels close by
- Ensure access to disabled seating areas is clearly signposted and easily reached from outside the ground – at Millennium stadium it can be a very long walk if you approach the ground from the wrong direction!

**Q3. What would be your preferred method of hearing about England games?**



#### **Q 4. Any additional Comments**

- VI's normally get put almost on the pitch side and cannot see any of the game. We need to be put in a section whereby we can see the game with our limited sight
- I receive info via email, when ringing for the tickets hard to get through, I work so can't ring during the day. Why can't we book all home games in one go for the season.
- Looking forward to the opening of Wembley. Hoping there will be no problems for wheelchair users!!!
- Thank you, this is my second 'access' program. It is great, thank you. It would be good to provide for disabled fans and friends/helpers to be able to provide an input, experiences etc (maybe a fans page).
- We liked the seating arrangements at both the old Wembley and the Millennium Stadium. So it would be good to have a mix of both high and low level disabled platforms so we can sample the view from various positions just like an able bodied fan.
- More help with railway personnel at stations.
- Thanks for being integrated with helping
- On arrival at Cardiff stadium for the first time we arrived at 1.30pm to be told the roads had been closed from 1pm, even though we had a parking pass for disabled they would not let us through, we had to walk, pushing wheelchair round the castle, through the town to get to the stadium.
- Have been England supporter for over 55 years. 1<sup>st</sup> match was against Northern Ireland at Wembley, 1957/58 season. Would be extremely grateful if I could be considered for member please (ambulant supporter). Many thanks
- Allocation of tickets ring fenced for visually impaired supporters and their helper
- Looking forward to the new Wembley, hope the access is as good as the Cardiff Stadium!
- Please ensure disable areas are properly stewarded. At FA Cup final the crowd was standing for the majority of the match which caused problems for ambulant supporters who could not stand for long periods.