

# Accessible Sports Facilities Management Guidelines

2022 Edition



Disability  
Sport NI

[www.dsni.co.uk](http://www.dsni.co.uk)

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**This document is available in  
alternative formats on request**

## Contents

<b>Overview</b>	<b>5</b>
Introduction	5
Disability Sport NI Design and Management Guides	5
About Disability Sport NI	6
Inclusive Sports Facility (ISF) Advisory Group	6
Endorsements	7
How To Use This Guide	8
The Inclusive Sports Facility (ISF) Accreditation Scheme	9
<b>Sports Facilities Management Policies</b>	<b>10</b>
1 Management of Accessible Parking Bays Policy	11
2 Assistance Dogs Policy	13
3 Management of Accessible Toilet Facilities Policy	16
4 Management of 'Changing Places' Toilet Facilities Policy	19
5 Staff Training Policy	21
6 Pricing Policy	24
7 Emergency Evacuation Strategy	26
<b>List of Images</b>	
Image 1 Accessible parking bay sign	11
Image 2 Assistance Dogs UK sign (image courtesy of Hearing Dogs for Deaf People); and External dog toileting facility sign	13
Image 3 Wheelchair accessible WC cubicle and ambulant accessible WC cubicle incorporated within an inclusive toilet block	18
Image 4 Examples of self-contained unisex wheelchair accessible corner layout WC for independent use	18
Image 5 Self-contained unisex wheelchair. accessible peninsular layout WC for assisted use	18
Image 6 Self-contained unisex accessible WC/changing/shower room	18
Image 7 Changing Places toilet facility sign, including formal Changing Places logo; and Changing Places toilet facility at South Lake Leisure Centre	19

# Overview

## Overview

### Introduction

The inclusive design of buildings is critically important in enabling disabled people to access sports and recreation opportunities, however, good design alone will not remove all of the barriers faced by disabled people. The inclusive management of sports facilities is an equally important issue.

Although there has been a welcomed improvement in physical access to sports facilities in Northern Ireland over recent years, all too often disabled people find their experience when using sports facilities disappointing.

These management guidelines aim to provide sports facility operators in Northern Ireland with guidance on how to introduce policies and procedures that will improve the experience of disabled people using sports facilities.

### Disability Sport NI Design and Management Guides

This guide is one of a series of five design and management guides developed by Disability Sport NI to encourage and support the development and management of sports facilities, stadia and outdoor places which are inclusive of disabled people:

- Guide 1: Accessible Sports Facilities Design Guidelines
- Guide 2: Accessible Sports Facilities Management Guidelines
- Guide 3: Accessible Sports Stadia Design Guidelines
- Guide 4: Accessible Sports Stadia Management Guidelines
- Guide 5: Accessible Outdoor Places Design Guidelines

In addition, two Guidance Notes have also been produced for Sports Pavilions and Boxing Facilities.

All guides and guidance notes are available from the Disability Sport NI website: **[www.dsni.co.uk](http://www.dsni.co.uk)**

## About Disability Sport NI

Disability Sport NI is Northern Ireland's main disability sports charity working to improve the health and wellbeing of disabled people through sport and active recreation.

We believe that every disabled person has the right to participate in all aspects of life and are committed to building a more inclusive society where disabled people have the same opportunities as non-disabled people to lead a full, active and healthy lifestyle through sport and active recreation.

## Inclusive Sports Facility (ISF) Advisory Group

This guide has been produced with the support of the ISF Advisory Group, which is a forum established by Disability Sport NI consisting of representatives of the following key disability organisations in Northern Ireland who are committed to ensuring that sports facilities, stadia and outdoor places are inclusive of disabled people.

- Blind Sports Network NI
- Disability Action
- Disability Sport NI
- Guide Dogs NI
- IFA Inclusive Supporters Association NI
- Inclusive Mobility and Transport Advisory Committee (IMTAC)
- NI Deaf Sports
- Royal National Institute of Blind People (RNIB)
- Royal National Institute for Deaf People (formerly Action on Hearing Loss)

## Endorsements

This guide has been developed by Disability Sport NI and endorsed by:



## How To Use This Guide

This guide is divided into the following seven sections, each providing recommendations on how to implement a key area of inclusive sports facility management:

- 1 Management of Accessible Parking Bays Policy
- 2 Assistance Dogs Policy
- 3 Management of Accessible Toilet Facilities Policy
- 4 Management of 'Changing Places' Toilet Facilities Policy
- 5 Staff Training Policy
- 6 Pricing Policy
- 7 Emergency Evacuation Strategy



### Guidance Signpost

Guidance Signposts are denoted throughout this guide, which provide relevant cross-references to existing inclusive management standards and resources.



## The Inclusive Sports Facility (ISF) Accreditation Scheme

The ISF Accreditation Scheme has been developed by Disability Sport NI to recognise sports facilities which have been designed to meet optimum levels of good practice in terms of access for disabled people.

The scheme provides District Councils and other sports facility operators with a mechanism to ensure that new, extended or refurbished sports facilities are fully inclusive and meet the sporting needs of disabled people.

The accreditation scheme is awarded to sports facilities who successfully meet the recommendations outlined in this guide with two levels of accreditation available as follows:

- ISF Excellence Accreditation: this level of accreditation is concerned with the achievement of optimum levels of good practice and is applied to all new facilities.
- ISF Accreditation: this level of accreditation is concerned with the achievement of best possible practice within existing, extended or refurbished sports facilities.

To find out more about the ISF Accreditation Scheme, contact Disability Sport NI.

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Sections

1-7

# Sports Facilities Management Policies

1. Management of Accessible Parking Bays Policy
2. Assistance Dogs Policy
3. Management of Accessible Toilet Facilities Policy
4. Management of 'Changing Places' Toilet Facilities Policy
5. Staff Training Policy
6. Pricing Policy
7. Emergency Evacuation Strategy

# 1 Management of Accessible Parking Bays Policy



Image 1 - Accessible parking bay sign

## Overview

There are over 100,000 blue badge holders in Northern Ireland<sup>1</sup>. The careful management of accessible parking areas is essential to overall visitor experience and to deter misuse of accessible parking bays.

Sports facility operators should develop and implement a policy for the Management of Accessible Parking Bays. The policy should contain the following:

- Confirmation that accessible parking provisions are available at the sports facility, for both visitors and staff. **Note:** disabled staff members should be allocated separate designated accessible parking bays i.e. over and above the capacity required for disabled visitor parking (the recommended number of accessible parking bays for disabled visitors should be a minimum of two bays or 8% of the total parking capacity, whichever is the greatest).
- The total number of accessible parking bays and where these are located in relation to the sports facility entrance.
- Details of how accessible parking areas and accessible parking bays are clearly identified at the sports facility. For example: symbol signs at high-level to identify an accessible parking area within the car park; display of the International Symbol for Access at ground level for each accessible parking bay; a vertical signpost at the head of each accessible parking bay denoting 'Blue Badge Holders Only'.
- Procedure adopted by facility management to ensure regular monitoring of accessible parking bays for misuse, and who has responsibility for this.

- Confirmation that delivery vehicles and vehicles used by tradespersons carrying out work at the sports facility are not permitted to obstruct or park in accessible parking bays.
- Course of action adopted by facility management in the event of misuse.  
**Note:** staff members should also respect facility policy relating to the non-use of visitor accessible parking bays. Actions on the misuse of accessible parking bays could include:
  - Reminder notices/signs clearly displayed within the sports facility, advising visitors not to park in accessible bays.
  - Using the public address system to request that visitors not displaying a blue badge return to and move their vehicle.
  - Placement of leaflets on the windscreen of cars misusing bays, highlighting the difficulties this behaviour causes. This could read: 'You are restricting access to accessible parking areas for use by disabled people. This parking bay is for blue badge holders ONLY. Please be aware of others when parking and keep this area clear'.
  - Clamping measures.
- Method(s) used by facility management to clearly advertise the management of accessible parking bays policy to the public. For example: display of the policy at reception; availability of the policy on the website or on social media.
- Procedure adopted by facility management to ensure that the management of accessible parking bays policy is circulated to staff members, is read and understood. Include process for regular review and who is responsible for the induction of new staff members.



### Guidance Signpost

- ▶ Disability Sport NI Guide 1: Accessible Sports Facilities Design Guidelines. **Section 1.2** Parking and Setting-down Point.
- ▶ Providing Accessible Parking: A good practice guide. The Baywatch Campaign (NI). Inclusive Mobility and Transport Advisory Committee (IMTAC) in Northern Ireland. Available to download on: [www.imtac.org.uk/publications/providing-accessible-parking-guide-best-practice](http://www.imtac.org.uk/publications/providing-accessible-parking-guide-best-practice)

## 2 Assistance Dogs Policy



Image 2 - Assistance Dogs UK sign (image courtesy of Hearing Dogs for Deaf People); and External dog toileting facility sign

### Overview

Whilst assistance dogs are commonly associated with a 'guide dog' for people who are blind or partially sighted, they can also assist a wide range of individuals with other needs. For example, these dogs can be hearing dogs for people who are deaf or have hearing loss, support/service dogs for people with physical disabilities, and medical alert assistance dogs to support individuals with complex health conditions who have limited awareness of an impending life-threatening medical event. An assistance dog provides a specific service to its owner and greatly enhances its owner's ability to lead a more independent lifestyle. Consideration to suitable and adequate facility provision for the dog will impact on its owner's overall visitor experience and will be a key factor in their decision to make a return visit. **Note:** an assistance dog has no responsibilities in the event of emergency evacuation.

Assistance dogs are highly trained working dogs and will wear an identification bib, harness/jacket and tag when they are working, making them easy for sports facility operators and staff members to identify. Assistance dogs have well established toileting routines, so they are unlikely to foul in a public place.

Clear policy relating to assistance dogs' access within the sports facility is essential to ensure that assistance dog owners are not unfairly disadvantaged. Sports facility operators should develop and implement a policy for Assistance Dogs. The policy should contain the following:

- Confirmation that assistance dogs are welcome at the sports facility and that a sign is prominently displayed at the entrance(s) to denote this. **Note:** entrance sticker signs are available on request from Assistance Dogs UK: <https://www.assistedogs.org.uk/contact/#form-sticker>
- Confirmation that a designated external dog toileting facility has, or has not, been provided at the sports facility. **Note:** a dog toileting facility is a designated area where assistance dogs can relieve themselves.

- Location of the designated external dog toileting facility, if provided, in relation to the sports facility entrance.
- Features within the designated external dog toileting facility, if provided - see Disability Sport NI Guide 1: Accessible Sports Facilities Design Guidelines; Section 4.14 Facilities for Assistance Dogs.
- Details of how the designated external dog toileting facility is clearly identified. For example: external wayfinding sign; embossed tactile and Braille sign mounted to the external dog toileting facility entrance gate denoting 'Assistance Dogs Only'.
- Procedure adopted by facility management to ensure regular inspection, cleaning and maintenance of the designated external dog toileting facility, and who has responsibility for this.
- Internal provisions made available for assistance dogs at the sports facility. For example:
  - Permitting an assistance dog owner to be accompanied by their assistance dog at all times and within all areas of the sports facility, including refreshment areas and sports facility viewing areas, if that is their preference.
  - Appropriate internal provision, agreed with the assistance dog owner, to accommodate a safe and secure rest space for the dog when it may not be possible for a participant to take their assistance dog with them (e.g. when swimming). **Note:** the secure area should be within or close to a staffed area where direct supervision/monitoring can be provided. Guide Dogs NI recommends that the assistance dog should be unrestrained within the secure area and have access to a water bowl. If required by the facility, and only in agreement with the assistance dog owner, preference may be to have a benching hook(s) and benching line available within the secure area. If provided, the benching line should be 5ft long and the benching hook fixed 150mm above floor level to enable the assistance dog to lie down comfortably. Outline what the internal provision will comprise and who will be responsible for implementing these actions.
- Method(s) adopted by facility management to increase awareness amongst sports facility operators and staff members regarding assistance dogs, the provisions available outside and inside the sports facility to accommodate assistance dogs, and their understanding of duties under the Disability Discrimination Act with respect to assistance dogs. For example:
  - Awareness that assistance dogs are highly trained working dogs and will wear an identification bib, harness/jacket and tag when they are working.
  - Awareness that assistance dogs have well established toileting routines.
  - Awareness that the Chartered Institute of Environmental Health has confirmed that assistance dogs should be allowed access to food areas and there is no conflict with hygiene laws.

- Awareness that assistance dogs are likely to be exempt from the 'no dogs' policies that normally apply in food areas.
- Method(s) used by facility management to clearly advertise the assistance dogs policy to the public. For example: display of the policy at reception; availability of the policy on the website or on social media.
- Procedure adopted by facility management to ensure that the assistance dogs policy is circulated to staff members, is read and understood. Include process for regular review and who is responsible for the induction of new staff members.



### Guidance Signpost

- ▶ Access to leisure facilities for guide dog owners and other blind and partially sighted people. The Guide Dogs for the Blind Association (Guide Dogs).
- ▶ Guidance on dog toileting facilities for guide and assistance dogs. Guide Dogs.
- ▶ [www.assistedogs.org.uk](http://www.assistedogs.org.uk); [www.hearingdogs.org.uk](http://www.hearingdogs.org.uk) and [www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

## 3 Management of Accessible Toilet Facilities Policy

### Overview

The range of accessible toilet facilities within a sports facility can include:

- Accessible WC cubicles located within a general block of male and female toilets which is designed to be inclusive of non-disabled people and disabled people i.e. wheelchair accessible cubicles, ambulant accessible cubicles and enlarged cubicles.
- Self-contained unisex wheelchair accessible corner layout WCs for independent use.
- Self-contained unisex wheelchair accessible peninsular layout WCs for assisted use.
- Self-contained unisex accessible changing rooms that contain a WC pan, changing bench and shower. (For examples of the above provisions, see Images 3-6 below).

**Note:** a 'Changing Places' toilet facility is not the same as an accessible toilet (see Section 4 of this guide: Management of 'Changing Places' Toilet Facilities Policy).

Management of accessible toilet facilities is required to prevent and discourage misuse and to ensure that provisions are available to disabled people when required. Sports facility operators should develop and implement a policy for the Management of Accessible Toilet Facilities. The policy should contain the following:

- A list of the types and locations of all accessible toilet facilities available within the sports facility.
- Details of how accessible toilets are clearly identified throughout the sports facility. For example: using directional wayfinding signs; using embossed tactile and Braille signs on or adjacent to toilet doors. Confirm that front-line staff can also direct disabled people to the nearest accessible toilet facility (ensure that staff training addresses awareness of the types and locations of all accessible toilet facilities).
- Method(s) adopted by facility management to increase awareness amongst staff members that disabilities can be hidden, and that people with hidden disabilities may require use of an accessible toilet.
- Confirmation that emergency alarm cords are regularly inspected by housekeeping and facility management to ensure that they are in good working order and are not tied up.
- Confirmation that accessible toilet facilities are never used for storage and are regularly inspected by housekeeping and facility management to ensure that the transfer space is always kept clear.



- Response procedure adopted by facility management should an emergency assistance alarm in an accessible toilet be activated, including how staff members are alerted and made aware of its particular location. For example: localised alarm indicators/sounders; indication on a control panel linked to a central location.
- Procedure for the regular inspection, cleaning and maintenance of accessible toilets. **Note:** inspection procedures should include assessment of the structural integrity and condition of fixtures and fittings e.g. wall-mounted grabrails, tip-up shower seats, shower curtains, changing benches, clothes hooks etc.
- Method(s) used by facility management to clearly advertise the management of accessible toilet facilities policy to the public. For example: display of the policy at reception; availability of the policy on the website or on social media.
- Procedure adopted by facility management to ensure that the management of accessible toilet facilities policy is circulated to staff members, is read and understood. Include process for regular review and who is responsible for the induction of new staff members.



### Guidance Signpost

- ▶ Good Loo Design Guide. RIBA Enterprises and Centre for Accessible Environments. 2004. **Management Issues**, p.45-46.



Image 3 - Wheelchair accessible WC cubicle and ambulant accessible WC cubicle incorporated within an inclusive toilet block



Image 4 - Examples of self-contained unisex wheelchair accessible corner layout WC for independent use



Image 5 - Self-contained unisex wheelchair accessible peninsular layout WC for assisted use

Image 6 - Self-contained unisex accessible WC/changing/shower room

## 4 Management of 'Changing Places' Toilet Facilities Policy

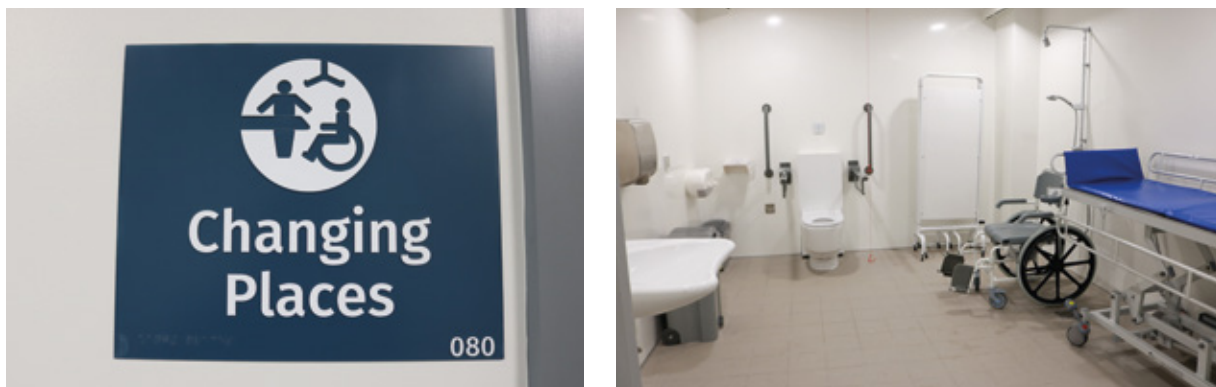


Image 7 – Changing Places toilet facility sign, including formal Changing Places logo; and Changing Places toilet facility at South Lake Leisure Centre

### Overview

Provision of 'Changing Places' toilet facilities in sports facilities will enable many more disabled people, including those with complex and multiple disabilities, to participate in sports activities with their families.

A Changing Places toilet facility is not the same as an accessible toilet. It is a 12m<sup>2</sup> room equipped with an adult-sized changing bench and hoist, in addition to a shower and toilet. **Note:** a freestanding mobile changing bench allows a carer/s to assist from either or both sides and is recommended in sports facilities. It should be height adjustable, electrically operated.

Changing Places toilet facilities in sports and leisure facilities should be registered through Muscular Dystrophy UK and include associated sign logos.

Management of Changing Places toilet facilities is required to prevent and discourage misuse and to ensure that provisions are available to disabled people when required. Sports facility operators should develop and implement a policy for the Management of Changing Places Toilet Facilities. The policy should contain the following:

- Confirmation that a Changing Places toilet facility has been provided at the sports facility, including its size and location. **Note:** if more than one Changing Places toilet facility is available within the sports facility, provide details for each.
- Equipment and accessories contained within the Changing Places toilet facility.

- Details of how the Changing Places toilet facility is clearly identified within the sports facility. For example: using the CP logo on directional wayfinding signs; using embossed tactile and Braille sign, and the Changing Places logo, on or adjacent to the door. Confirm that front-line staff can direct disabled people to the Changing Places toilet facility (ensure that staff training addresses awareness of the number and location of all Changing Places toilet facilities provided at the sports facility).
- Confirmation that emergency alarm cords within the Changing Places toilet facility are regularly inspected by housekeeping and facility management to ensure that they are in good working order and are not tied up.
- Response procedure adopted by facility management should the emergency assistance alarm in the Changing Places toilet facility be activated, including how staff members are alerted and made aware of its particular location. For example: localised alarm indicators/sounders; indication on a control panel linked to a central location.
- Confirmation that the Changing Places toilet facility is never used for storage and is regularly inspected by housekeeping and facility management to ensure that transfer spaces are always kept clear.
- Procedure for the regular inspection, cleaning and maintenance of the Changing Places toilet facility. **Note:** inspection procedures should include assessment of the structural integrity of the fixtures and fittings e.g. grabrails, privacy screen, hoist, adult-sized wall-mounted changing bench (if applicable) etc.
- A list of any instructional information provided within the Changing Places toilet facility. For example, regarding use of the installed hoist, and the types of sling and sling connectors that are compatible with it.
- Method(s) used by facility management to clearly advertise the management of Changing Places toilet facilities policy to the public. For example: display of the policy at reception; availability of the policy on the website or on social media.
- Procedure adopted by facility management to ensure that the management of Changing Places toilet facilities policy is circulated to staff members, is read and understood. Include process for regular review and who is responsible for the induction of new staff members.



### Guidance Signpost

- ▶ Changing Places: the practical guide. Changing Places Consortium. [www.changing-places.org](http://www.changing-places.org)
- ▶ [www.muscular dystrophyuk.org](http://www.muscular dystrophyuk.org)
- ▶ Building Regulations (Northern Ireland) 2012. Amendments Booklet (AMD 8) Amendments to Technical Booklet R. Department of Finance. June 2022.

## 5 Staff Training Policy

### Overview

Commonly held misconceptions about disabled people in society continue to act as barriers to participation for many disabled people.

Non-disabled people, who do not regularly come into contact with disabled people, may feel unsure about how to interact and communicate appropriately. Sports facility staff members should be trained to be fully aware of policies and procedures developed by facility management to help meet the needs of disabled people, and the range of disability types i.e. physical (wheelchair users and people with mobility disabilities), sensory, learning, mental and hidden.

Disability Inclusion/Equality Training is designed to provide staff members with the knowledge and understanding they require to provide a better level of service to disabled people and will also help them to feel more comfortable when interacting with disabled people. This in turn will create a relaxed and friendly environment for disabled people using sports facilities.

Disability Sport NI has developed sports and leisure specific Disability Inclusion Training.

Sports facility operators should develop and implement a policy for Staff Training. The policy should contain the following:

- Confirmation that all sports facility staff members are required to undertake Disability Inclusion/Equality Training. **Note:** all staff should have completed Disability Inclusion/Equality Training within one year of commencing employment.
- Confirmation that all sports facility staff members are required to undertake training on the access-specific policies and procedures adopted by facility management e.g. the management of accessible parking bays, assistance dogs policy etc.
- Confirmation that front-line staff members are required to undertake regular training in the use of communication aids provided to assist disabled people within the sports facility. For example, assistive listening systems such as induction loops.
- Management procedures adopted to ensure staff assistance is offered to disabled people within the sports facility. For example:
  - Management of accessible control barriers, turnstile systems or entry points on visitor arrival.

- Availability of staff members to assist with orientation, wayfinding and guiding.
- Method(s) adopted by facility management to increase awareness amongst staff members regarding the range of facilities available to assist disabled people within the sports facility e.g. assistance dogs provisions, quiet areas/sensory rooms, submersible pool platforms, Changing Places toilet facility etc.
- Method(s) adopted by facility management to increase awareness amongst staff members that disabilities can be hidden, and that some people may require additional assistance. For example, older people and people with neurological conditions may have arthritis, reduced dexterity, hearing and sight, reduced understanding and slower response times.
- Procedure adopted by facility management to ensure that the staff training policy is circulated to staff members, is read and understood. Include process for regular review and who is responsible for the induction of new staff members.
- A comprehensive **Staff Training Record**. The Staff Training Record should outline the following details for each specific type of training undertaken:
  - Name of the training undertaken e.g. Disability Inclusion Training (DIT).
  - When this training took place.
  - Who was responsible for conducting this training.
  - Which staff members attended, including their role within the sports facility.
  - When this training will be reviewed.

**Note:** update the Staff Training Record when new training is undertaken or when existing training is completed/reviewed.



### Guidance Signpost

- ▶ Training can be provided by various disability organisations, including Disability Sport NI and Disability Action.
- ▶ [www.rnib.org.uk/services-for-businesses](http://www.rnib.org.uk/services-for-businesses)
- ▶ Assisting people with epilepsy - [www.epilepsyaction.org.uk/info](http://www.epilepsyaction.org.uk/info)
- ▶ BS 7000-6:2005. Design management systems. Managing inclusive design. Guide.
- ▶ [www.rnid.org.uk/information-and-support/deaf-awareness/remote-training-for-businesses](http://www.rnid.org.uk/information-and-support/deaf-awareness/remote-training-for-businesses)
- ▶ Information on sight loss training and training on how to look after a guide dog when in the care of staff: [www.guidedogs.org.uk/how-you-can-help/sighted-guiding-training](http://www.guidedogs.org.uk/how-you-can-help/sighted-guiding-training)



### Guidance Signpost

- ▶ Dementia Friends training - [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)
- ▶ Access for All: Opening Doors. A guide to support your sports club to improve physical access for disabled people. English Federation of Disability Sport and Sport England. 2013.

## 6 Pricing Policy

### Overview

The cost of standard/full price fees can be a barrier for some disabled people and can prevent them from becoming regular participants in a particular sport or activity. Often, families with a disabled member have higher outgoings and expenses and disabled people who live independently may have higher living expenses e.g. requiring use of an accessible taxi in order to access sports facilities.

Some disabled people require a personal assistant to enable participation in a particular sport or activity i.e. an essential personal companion. The cost associated with this additional assistance can prevent disabled people from becoming regular users of a sports facility. Where a disabled person needs to be accompanied, it would be unfair to charge admission for two people if the accompanying adult may not wish to participate or is only there to provide support. Allowing disabled people to be accompanied by a personal assistant free of charge ensures that disabled people are not unfairly disadvantaged.

A sports facility's requirement for proof of eligibility relating to concessions can involve time and expense, which is often incurred by disabled people.

Sports facility operators should develop and implement a policy for Pricing, which adopts subsidised schemes and initiatives that actively target disabled people and helps to encourage disabled people to participate in sports programmes and activities. The policy should contain the following:

- Confirmation as to whether the sports facility operates a waged or unwaged pricing policy. **Note:** concessions for disabled people should be based on ability to pay and should therefore be available to those with a disability who are in receipt of certain social security benefits or are financially dependent upon someone who themselves qualify for the service at a concessionary rate, for example an older person.
- A list of subsidised schemes and initiatives that actively target disabled people i.e. the activities for which concessionary rates are available to the disabled individual and/or to their essential personal companion. For example:
  - Offering concessions on standard/full fees to people on means tested benefits. Where a disabled person may, for reasons related to their disability be prevented from gaining full and equal access to a service or building, or from fully participating in an activity, a concessionary rate should be available. **Note:** concessions should not be exclusive to wheelchair users.



- The introduction of a companion scheme e.g. ‘Buddy Card Scheme’, whereby concessions are offered to ensure that disabled people who need to be accompanied or assisted by a personal assistant/carer to access a service do not also have to pay for this essential personal companion. **Note:** the same logic of free admission for personal assistants should be applied to disabled children and young persons accompanied by an adult i.e. their essential personal companion should go free, as their role is to provide specific support for the disabled child or young person.
- Clear definition of the principle of entitlement relating to concessions offered within the sports facility i.e. who qualifies and the method(s) of proof that will be requested by the sports facility. **Note:** financially independent disabled people may not wish to be offered the same concessions as financially disadvantaged groups e.g. students, unemployed people and those on low incomes or receiving benefits, if that is their prerogative.
- Confirmation as to whether the sports facility operates a ‘Universal Access Card Scheme’, which may help to simplify the eligibility process for both disabled people and sports facility operators. **Note:** such a scheme eliminates the need to supply the same information every time a disabled person wants to participate in a particular sport or activity, as an individual’s access requirements and fees can be accessed easily by sports facility operators and front-line staff members, including any essential personal companion/buddy scheme concessions.
- Contact details for enquiries regarding pricing, including methods of communication for people who are deaf or have hearing loss e.g. email or Relay UK (formerly known as Text Relay or Next Generation Text NGT).
- Method(s) used by facility management to clearly advertise the pricing policy to the public. For example: display of the policy at reception; availability of the policy on the website or on social media.
- Procedure adopted by facility management to ensure that the pricing policy is circulated to staff members, is read and understood. Include process for regular review and who is responsible for the induction of new staff members.



### Guidance Signpost

- ▶ Briefing Paper. Concessionary Charging Policy. Disability Action. 2016.

## 7 Emergency Evacuation Strategy

### Overview

As inclusive sports facilities are used by all people, facility management should, as part of its broader emergency evacuation strategy, give detailed consideration to the efficient and safe evacuation of disabled people in the event of an emergency.

### Guidance

- Conduct risk assessments and develop a safety plan that includes specific provision for the coordinated evacuation of older people and people with a range of disabilities e.g. people with learning disabilities, people with mobility disabilities, people who are deaf etc. Include details of any evacuation equipment that may be required, and procedures for checking areas where disabled people may be alone and unaware that an emergency situation has occurred.
- Consider the needs of assistance dog owners during emergency evacuation, given that the dog has no responsibility or role to assist its owner in the event of emergency. Consider that the dog may be located with its owner or away from its owner in a designated secure area during an event.



#### Guidance Signpost

- ▶ The Fire Safety Regulations (Northern Ireland) 2010. DHSSPSNI.
- ▶ BS 9999:2017. Fire safety in the design, management and use of buildings - Code of practice.
- ▶ BS 9999:2017. **Section 45** Evacuation of disabled people, p.245-250 (including the use of emergency evacuation plans).
- ▶ Fire Safety Law: The Evacuation of Disabled People from Buildings. DHSSPSNI. 2011.
- ▶ Safe Evacuation for All. National Disability Authority (Ireland). 2011.
- ▶ PAS 6463:2022. Design for the mind - Neurodiversity and the built environment - Guide. **Section 14.5** Emergency evacuation.

## Notes

### Disability Sport NI

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