



sharing experiences to improve disabled
access and services for disabled fans

SWDFEF

South West Disabled Fans' Experience Forum

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2016 Bristol City SWDFEF Forum Outline Report

The recent SWDFEF Forum held on 13th October at Ashton Gate, home of Bristol City FC, was hailed as a great success and one of the best ever!

This event was also one of the best attended with 31 representatives from a wide range of clubs including Bristol City, Bristol Rovers, Exeter City, Newport County, Swansea City, Plymouth Argyle & Yeovil Town. Other representatives included Ruth Hopkins and Kieran Reynolds from Level Playing Field plus Matthew Frith and Peter Brill from Mobiloo.

Following a welcome from David Munn and Nick Lloyd, DLO at Bristol City, Rob Wood the head of Bristol City DSA outlined his role at the DSA and the close relationship that has been developed with the club. This has been especially important owing to the ongoing redevelopment of the Ashton Gate ground. Rob outlined several of the key improvements carried out in relation to disabled fans and how the co-ordination and communication between the club and the DSA had helped improve the matchday experience for not only Bristol City Supporters but also the visiting supporters.

This was followed by two presentations by Level Playing Field. Ruth Hopkins gave an overview of her role at Level Playing Field and provided details of access audits carried out by the organisation. Kieran Reynolds then followed up with an overview of the Working Together Project where clubs can attend Forums like this one. Kieran outlined several successful initiatives including Wrexham FC who have carried out a lot of excellent work at their club.

After lunch, Peter Smith, Stadium Development Officer provided some background to the redevelopment of the stadium, outlining some of the strategic issues that the stadium faced, including those for ensuring that disabled facilities meet the required standards.

This was followed by a presentation from David Storr, Head of Safety and Security at the club. David gave a colourful outline of his varied

career to date and outlined his role including cooperation with the DSA and Nick Lloyd.

Nick Lloyd then stood up and outlined his role within the club and emphasised how important the DSA was in helping to ensure disabled issues were identified and addressed. Nick gave a wide-ranging presentation including how the club deals with parking issues on a confined city centre site.

The final presentation of the day was by Matthew Firth of Mobiloo who gave a fascinating presentation on a mobile changing places concept. It is fair to say that this generated a lot of interest from the delegates as Matthew explained how the system was available for rent and how they plan to expand and deliver this excellent service throughout sporting world and other events throughout the country.

The meeting was then formally closed with confirmation that Newport County will host the next event in October 2017.

Nick Lloyd and Rob Wood then took interested delegates on a guided stadium tour, specifically related to the disabled services and facilities provided at the ground.

Ian James (Swansea City F C Disability Officer and DSA Chairman)