



Disabled Access Policy

At Kilmarnock Football Club (KFC) we welcome everyone regardless of their background and aim to comply with the Equality Act 2010. We are committed to a policy of equality, inclusivity and accessibility for all, recognising the diverse nature of all fans, players, staff and visitors to our Club.

At KFC we have accepted the social model of disability, which recognises that we are all individuals with needs, requirements and aspirations.

Accessibility is both the physical and attitudinal and we aim to provide a safe and welcoming environment which easy and uncomplicated.

Kilmarnock Football Club Disabled Supporters Association (KFCDSA) was established in 1992. It is a non-profit organisation, run by disabled fans for disabled fans. The association is open to disabled supporters, their family, friends and companions.

KFCDSA works with KFC Directors, Club management, the Killie Trust and KFC Supporters Liaison Officer to address issues and concerns raised by members.

KFC has a service level agreement with KFCDSA whereby the amount of money received by way of concession tickets collected by KFCDSA is reinvested into KFCDSA to support the running of and activities arranged by the association.

The cost of annual membership is £90 per disabled supporter (adult) and £60 (under 16's) and £105 per carer, which allows access to home matches.

The Killie Trust, with the support of KFC, commissioned Level Playing Field (LPF) to complete an access audit and provide the club with advice on key areas for improvement. While there are challenges due to the age and type of stadium, KFC and the Killie Trust are working to secure funding for further improvements including increased wheelchair provision. An audit will be scheduled for this year.

KFC, the Killie Trust and Kilmarnock Community Sports Trust are also acting on a suggestion from KFCDSA to create a sensory area suitable for autistic fans, and funding is being sought for this.

KFC has a dedicated Disabled Access Liaison Officer, Peter Orr, who is also Chair of KFCDSA. He assists with information relating to travel, entry and exiting the stadium and on match days he is supported by other members of KFCDSA namely Mae and Ann.

KFCDSA liaise with Security Scotland and Joe and Raymond the Safety Officers at the Club and every effort is made to have continuity of the safeguarding stewards for disabled people.

The Disabled Access Liaison Officer provides regular updates to the KFC Board.

Stadium facilities

We currently have:

14 wheelchair/carer spaces in covered shelter at front of Chadwick Stand (away support)

14 wheelchair/carer spaces in the new platform at front of Moffat Stand (home support)

These facilities offer individual fans, both home or away, the opportunity to sit with other disabled supporters, their friends, family or companions should they choose to do so.

We also have additional easy access areas of seating, 7 rows in home and 2 in away stands, to suit those with ambulant disabilities who wish to use these. However, ambulant disabled people are not restricted to these areas and may choose seating wherever they wish, within the relevant home and away stands.

4 Disabled toilet facilities are available.

Parking within the grounds of the stadium itself is limited. However, there are several clearly marked disabled spaces (dedicated areas 1869 and around the club 20 in total) which can only be booked for match days by contacting directly the Disabled Access Liaison Officer.

Club staff are happy to advise and assist where disabled supporters wish to purchase hospitality packages or have specific seating requirements.

We also provide:

Concession rates for disabled supporters with free entry for their carer.

An Induction Loop system for hard of hearing, this must be requested prior to day of a game

An audio match commentary is available via Crosshouse Hospital Radio.

Commentary is fed to the local hospital for those unable to make it to the match.

A refreshments service has been offered to us by the Club for those who need this. This would be serviced by volunteers from the Trust. To date we haven't taken the kind offer up.

For fans affected by dementia, a “Football Memories” group, supported by KCST meets regularly, with various organised activities.

We are committed to ensuring staff receive training on equalities and disability and dementia awareness.

The comfort and enjoyment of our supporters is paramount, and we are continually working to improve. We welcome feedback from fans and would like to know what is working well for disabled fans and what we can do better, not only on access and facilities but also the way we communicate, including the language we are using and style of online and written documents.

For more information on KFCDSA, disabled access, ticketing and parking please contact Disability Access and Liaison Officer on 07909713098 or email peterorr45@yahoo.co.uk

Any issues which cannot be resolved by the Disability Access Liaison Officer can be referred to KFC Supporters Liaison Officer. In the event that the issue is still unresolved, the matter can be referred to the Club Secretary to be considered under KFC complaints process.

Contacts:

Disabled Access and Liaison Officer: Peter Orr peterorr45@yahoo.co.uk

KFC Supporters Liaison Officer: Allen Kyle allenkyle@kilmarnockfc.co.uk

KFC Club Secretary: Karen Costello clubsecretary@kilmarnockfc.co.uk

Killie Trust Chair: Jim Thomson jmthmsn@hotmail.co.uk

KFC Director: cathyjamieson@kilmarnockfc.co.uk