**Welcome to the CAFE Non-Visibly Disabled Fans Survey!**

The CAFE Non-Visibly Disabled Fans Survey aims to:

* Find out more about existing services which help improve the matchday experience for non-visibly disabled people, and
* Identify any other matchday barriers facing non-visibly disabled people.

The survey findings will be used to support clubs, national football associations and international footballing bodies to improve the matchday experience for non-visibly disabled people.

The CAFE Non-Visibly Disabled Fans Survey Report will be published in autumn 2020.

**Who can complete this survey?**

1. Non-visibly disabled people / people with long-term health conditions

* For example, learning or intellectually disabled people, neurodivergent people, people with mental health issues, people with neurological conditions and any other non-visibly disabled people / people with long-term health conditions.

2. People with an understanding of some of the barriers faced by non-visibly disabled people

* For example: You accompany a disabled person to events, are their personal assistant or support worker, or are their partner, family member or close friend.
* Please do consider whether you could support them to complete the survey instead.

You do not need to be a football fan or attend football matches.

**How do I complete the survey?**

Please answer the survey thinking about any potential barriers you or the person you are answering about could face attending football matches.

It should take approximately 20-30 minutes to complete. Words included in the [accompanying glossary](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) are hyperlinked throughout.

Participation in this survey is entirely voluntary. Any personal information gathered will be kept strictly confidential. If you provide your contact details at the end of the survey, CAFE may contact you further about your responses.

By completing this survey, you consent that your responses can be used in the CAFE Non-Visibly Disabled Fans Survey Report and other future CAFE publications. No comments published will be attributable to respondents.

**Alternative formats and non-English speakers:**

Alternative formats are available on request and an [Easy-to-read](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) version will be available shortly. Please request alternative formats by emailing [isobel@cafefootball.eu](mailto:isobel@cafefootball.eu) or calling +44 (0)208 065 5108.

If necessary, please adapt this survey to suit your [access requirements](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116).

Surveys can be completed over the phone if required.

The survey is written in English but you can answer in your native language.

You can translate this survey using the [Microsoft Word Translator service](https://support.office.com/en-gb/article/translate-text-into-a-different-language-287380e4-a56c-48a1-9977-f2dca89ce93f).

**Please complete the survey by 1800 CET on Friday 15th May 2020.**

Please return your completed survey to CAFE’s Research Officer Isobel Robins via email at [isobel@cafefootball.eu](mailto:isobel@cafefootball.eu).

**Printed copies:**

Due to the ongoing COVID-19 situation, please scan and return printed copies via email to CAFE Research Officer Isobel Robins [isobel@cafefootball.eu](mailto:isobel@cafefootball.eu). If this is not possible, please get in touch via email or by calling +44 (0)208 065 5108.

If you require any assistance completing the survey or would like to discuss the survey or project in more detail, please get in touch with CAFE Research Officer Isobel Robins via email at [isobel@cafefootball.eu](mailto:isobel@cafefootball.eu) or by calling +44 (0)208 065 5108.

# A. About you

**1. Do you consider yourself to be disabled or to have a long-term health condition?**

Yes, I am a disabled person / person with a long-term health condition

I am completing this survey as a person with an understanding of the barriers faced by a non-visibly disabled person / person with a long-term health condition

No, I am not a disabled person / person with a long-term health condition

Prefer not to say

Other (please specify in the space below):

Click or tap here to enter text.

**If you are completing this survey as a person with an understanding of some of the barriers faced by a non-visibly disabled person / person with a long-term health condition then please** [**skip to section C**](#_This_section_is)**.**

**If you are a disabled person or person with a long-term health condition, please complete section B below.**

# B. About you

**1. Please select all that apply to you. This is a non-exhaustive list.**

I am an intellectually or learning disabled person

I am a neurodivergent person e.g. autism, sensory processing disability, ADHD, Tourette’s, dyslexia, dyspraxia etc

I have a neurological condition e.g. dementia, epilepsy, multiple sclerosis etc

I have mental health issues e.g. depression, bipolar, schizophrenia etc

I have a non-visible disability OR long-term health condition which isn’t listed above e.g. have a stoma, endometriosis, inflammatory bowel disease, diabetes, chronic pain, rheumatoid arthritis, breathing / heart condition etc

I am a wheelchair user

I am a hard of hearing or deaf person

I am a partially sighted or blind person

I am a colour blind person

I have limited mobility and don’t use a wheelchair

I am a person of short stature / little person

Prefer not to say

Other (please specify below):

**If comfortable, please detail your specific disabilities and / or conditions in the space below.**

Click or tap here to enter text.

**2. Do you identify as a disabled person or as a person with a long-term health condition?**

Disabled person

Person with a long-term health condition

Both as a disabled person and a person with a long-term health condition

Neither

Prefer not to say

Don’t know

Other (please specify in the space below):

**Please use the space below to further explain your answer.**

Click or tap here to enter text.

**Once you have completed the above questions, please** [**skip to section D**](#_Section_D)**.**

# C. About you

This section is for people completing the survey with an understanding of some of the barriers faced by non-visibly disabled people / people with long-term health conditions.

**1. Please tell us about the person you are answering the survey about. This is a non-exhaustive list.**

**Please select all that apply.**

They are an intellectually or learning disabled person

They are a neurodivergent person e.g. autism, sensory processing disabilities, ADHD, Tourette’s, dyslexia, dyspraxia etc

They have a neurological condition e.g. dementia, epilepsy, multiple sclerosis etc

They have mental health issues e.g. depression, bipolar, schizophrenia etc

They have a non-visible disability OR long-term health condition which isn’t listed above e.g. have a stoma, endometriosis, inflammatory bowel disease, diabetes, chronic pain, rheumatoid arthritis, breathing / heart condition etc

They are a wheelchair user

They are a hard of hearing or deaf person

They are a partially sighted or blind person

They are a colour blind person

They have limited mobility and don’t use a wheelchair

They are a person of short stature / little person

Prefer not to say

Other (please specify in the space below):

**If comfortable, please detail their specific disabilities and / or conditions in the space below.**

Click or tap here to enter text.

**2. What is your relationship to the person your responses refer to?**

**Please answer in the space below.**

Click or tap here to enter text.

# D. About you

The remainder of the survey should be completed by all respondents. If you are answering as a person with an understanding of the barriers faced by a disabled person / person with a long-term health condition, please answer the following questions with reference to their experiences.

**1. This survey uses terminology that CAFE understands to be best practice based on the** [**social model of disability**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)**. CAFE recognises that inclusive terminology is continually evolving and welcomes feedback on the language we use. If you prefer alternative terminology than the terminology used in the previous questions or are aware of more appropriate language, then please detail this in the space below.**

Click or tap here to enter text.

**2. How old are you?**

Under 18

18-24

25-34

35-44

45-54

55-64

65 and over

Prefer not to say

**3. What is your gender?**

**Please answer in the space below or leave blank.**

Click or tap here to enter text.

**4. Where do you live?**

Albania

Andorra

Armenia

Austria

Azerbaijan

Belarus

Belgium

Bosnia and Herzegovina

Bulgaria

Croatia

Cyprus

Czech Republic

Denmark

England

Estonia

Faroe Islands

Finland

France

Georgia

Germany

Gibraltar

Greece

Hungary

Iceland

Israel

Italy

Kazakhstan

Kosovo

Latvia

Lithuania

Luxembourg

Malta

Moldova

Montenegro

Netherlands

North Macedonia

Northern Ireland

Norway

Poland

Portugal

Republic of Ireland

Romania

Russia

San Marino

Scotland

Serbia

Slovakia

Slovenia

Spain

Sweden

Switzerland

Turkey

Ukraine

Wales

Prefer not to say

Other (please specify in the space below):

Click or tap here to enter text.

**5. What town or city do you live in?**

**Please answer in the space below or leave blank.**

Click or tap here to enter text.

**6. What is your nationality?**

**Please answer in the space below or leave blank.**

Click or tap here to enter text.

**7. Do you attend live matches or sporting events?**

Yes

No

**If you answered no, please** [**skip to question 9**](#_9._Please_explain)**.**

**If you answered yes, please answer the following question.**

**8. How many times have you been to a live match or sporting event in the past 12 months?**

0

Less than 5

6-10

11-15

16-20

More than 20

**Once you have completed the above questions, please** [**skip to question 10**](#_10._Are_you).

## 9. Please explain why you do not attend live matches or sporting events in the space below.

Click or tap here to enter text.

## 10. Are you a football fan?

Yes

No

No but I follow other sports

**If you are not a football fan, please** [**skip to section F**](#_F._Accessibility_ticketing)**.**

**If you are a football fan, please answer the questions in section E.**

# E. Disabled Supporters Associations / Disabled Supporters Groups (DSAs / DSGs)

[Disabled Supporters Associations / Groups (DSAs / DSGs)](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) are user-led groups, made up of differently disabled football fans to represent not only their own interests but also the interests of other disabled supporters of their club or national team. The main objectives of DSAs / DSGs are to empower disabled fans and offer advice and support to clubs or national associations on improving access and inclusion for all disabled supporters.

**1. What club and / or national team do you support?**

Club: Click or tap here to enter text.

National team: Click or tap here to enter text.

**2. Does your club have a DSA / DSG?**

Yes

No

Don't know

**If your club doesn’t have a DSA / DSG, please** [**skip to question 7**](#_7._If_your)**.**

**If your club has a DSA / DSA, please answer the following questions.**

**3. Please provide the contact details of your club’s DSA / DSG in the spacees below or leave blank if unknown.**

Name of DSA / DSG: Click or tap here to enter text.

Contact person's name: Click or tap here to enter text.

Email address: Click or tap here to enter text.

Contact number: Click or tap here to enter text.

**4. Are you aware of any activities or initiatives your club’s DSA / DSG have organised for non-visibly disabled supporters or those with long-term health conditions?**

Yes

No

Don’t know

**If yes, please detail in the space below.**

Click or tap here to enter text.

**5. Are you a member of your club’s DSA / DSG?**

Yes

No

**If you answered yes, please** [**skip to question 9**](#_9._Does_your)**.**

**If you answered no, please answer the following question.**

**6. Please explain why you are not a member of your club's DSA / DSG.**

**Please select all that apply.**

I’m already a member of a different supporters association

I’m not interested

I don’t want to pay membership fees

I don’t feel I am eligible to join the DSA / DSG

I don’t know what they do

I don’t know how to join

I don’t think they will recognise my disability / condition

I don’t feel represented by the DSA / DSG

Their meetings aren’t accessible for me

I don’t want other people to know I am disabled / have a long-term health condition

The DSA / DSG is only for one type of disabled fans

Other (please specify in the space below):

Click or tap here to enter text.

## 7. If your club had a DSA / DSG, would you want to become a member?

Yes

No

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

**If you answered ‘Yes’, ‘Don’t know’, or ‘Other’, please** [**skip to question 9**](#_9._Does_your)**.**

**If you answered no, please answer the below question.**

**8. Please explain why you would not want to join your club's DSA / DSG.**

**Please select all that apply.**

I’m already a member of a different supporters association

I’m not interested

I don’t want to pay membership fees

I don’t feel I am eligible to join a DSA / DSG

I don’t know what DSAs / DSGs do

I don’t think they would recognise my disability / condition

I don’t want other people to know I am disabled / have a long-term health condition

Other (please specify in the space below):

Click or tap here to enter text.

## 9. Does your national team have a DSA / DSG?

Yes

No

Don't know

**If your national team doesn’t have a DSA / DSG, please** [**skip to question 14**](#_14._If_your)**.**

**If your national team has a DSA / DSA, please answer the following questions.**

**10. Please provide the contact details of your national team’s DSA / DSG in the spacees below or leave blank if unknown.**

Name of DSA / DSG: Click or tap here to enter text.

Contact person's name: Click or tap here to enter text.

Email address: Click or tap here to enter text.

Contact number: Click or tap here to enter text.

**11. Are you aware of any activities or initiatives your national team’s DSA / DSG have organised for non-visibly disabled supporters or those with long-term health conditions?**

Yes

No

Don’t know

If yes, please detail in the space below.

Click or tap here to enter text.

**12. Are you a member of your national team’s DSA / DSG?**

Yes

No

**If you answered yes, please** [**skip to section F**](#_F._Accessibility_ticketing)**.**

**If you answered no, please answer the following questions**.

**13. Please explain why you are not a member of your national team's DSA / DSG.**

**Please select all that apply.**

I’m already a member of a different supporters association

I’m not interested

I don’t want to pay membership fees

I don’t feel I am eligible to join the DSA / DSG

I don’t know what they do

I don’t know how to join

I don’t think they will recognise my disability / condition

I don’t feel represented by the DSA / DSG

Their meetings aren’t accessible for me

I don’t want other people to know I am disabled / have a long-term health condition

The DSA / DSG is only for one type of disabled fans

Other (please specify in the space below):

Click or tap here to enter text.

## 14. If your national team had a DSA / DSG, would you want to become a member?

Yes

No

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

**If you answered ‘Yes’, ‘Don’t know’, or ‘Other’, please** [**skip to section F**](#_F._Accessibility_ticketing)**.**

**If you answered no, please answer the below question.**

**15. Please explain why you would not want to join your national team's DSA / DSG.**

**Please select all that apply.**

I’m already a member of a different supporters association

I’m not interested

I don’t want to pay membership fees

I don’t feel I am eligible to join a DSA / DSG

I don’t know what DSAs / DSGs do

I don’t think they would recognise my disability / condition

I don’t want other people to know I am disabled / have a long-term health condition

Other (please specify in the space below):

Click or tap here to enter text.

# F. Accessibility ticketing

This survey is aimed at all non-visibly disabled people / people with long-term health conditions, regardless of whether you attend football matches or are a football fan.

Please picture yourself attending a football match when answering the remainder of the survey.

**1. Could you benefit from any of the below when attending a football match?**

**Please select all that apply.**

Step-free or minimal stepped access to my seat

Complimentary ticket for my companion

Sitting near to accessible services such as accessible toilets and [concessions](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Wheelchair user space

Access to accessible services such as lifts, shuttles or entrances

Additional legroom

Concessionary pricing

None of the above

Don’t know

Other (please specify in the space below):

Click or tap here to enter text.

**If you answered ‘None of the above’ or ‘Don’t know’, please** [**skip to question 4**](#_4._CAFE_wants)**.**

**If you answered any of the other options, please answer the following questions.**

**2. You have indicated that you could benefit from an** [**accessibility ticket**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)**.**

**Were you aware that you were eligible for accessibility tickets?**

Yes, and I already buy accessibility tickets

Yes, but I don’t buy accessibility tickets

No, but I will buy accessibility tickets in the future

No, and I won’t buy accessibility tickets in the future

Other (please specify in the space below):

Click or tap here to enter text.

**If you do or would buy accessibility tickets, please** [**skip to question 4**](#_4._CAFE_wants)**.**

**If you answered that you don’t or won’t buy accessibility tickets, please answer the below question.**

**3. Please explain why you don’t or won’t buy accessibility tickets in the space below.**

Click or tap here to enter text.

## 4. CAFE wants to make sure that accessible services, including tickets, are used by everyone who requires them. However, many people are unaware they are eligible. The CAFE Non-Visible Disabilities Expert Working Group suggested that this could be because people do not identify with the term ‘disabled’.

**Please select which phrase or phrases would make you aware you were eligible for an accessible service.**

**Accessible services are for:**

Disabled people

Disabled people, including non-visibly disabled people

Disabled people and people with long-term health conditions

Disabled people, including non-visibly disabled people and people with long-term health conditions

Disabled people and people with [access requirements](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Other (please specify in the space below):

Click or tap here to enter text.

# G. Eligibility

Accessible services include:

* Wheelchair accessible, [Easy Access](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) and [Changing Places toilets](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)
* Priority seating on public transport
* Complimentary companion tickets

**1. Has your eligibility to use accessible services at football matches or elsewhere ever been questioned?**

Every time

Most of the time

Sometimes

Rarely

Never

I don't use accessible services

**If comfortable and applicable, please use the space below to give examples of your eligibility being questioned. Please indicate whether they took place at a football match or elsewhere.**

Click or tap here to enter text.

**2. Do you or would you feel uncomfortable using accessible services as a non-visibly disabled person / person with a long-term health condition?**

Yes

No

Don’t know

**Please explain your answer using the space below.**

Click or tap here to enter text.

**3. Spectators may be asked to prove their eligibility for accessibility services at the point of purchase.**

**Please select which of the below documents you would be able to provide as proof of eligibility / disability.**

National certificate of disability

Confirmation of receipt of disability-related social security

Disabled persons’ identification (ID) card

Medical letter signed by your doctor or hospital consultant

Disability passport

EU Disability Card

I wouldn’t be able to provide proof of my non-visible disability / long-term health condition

I wouldn’t be able to provide proof of my non-visible disability / long-term health condition but I would be able to use proof for a different disability e.g. medical letter indicating my use of mobility equipment

Other (please specify in the space below):

Click or tap here to enter text.

**If you would be unable to provide proof of your non-visible disability / long-term health condition then please explain why in the space below.**

Click or tap here to enter text.

**4. In the country where you live, how much would it cost to get a signed medical letter to prove your eligibility for** [**accessibility tickets**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)**?**

Free

€1-10

€11-20

€21-30

More than €31

Don’t know

Not applicable

Other (please specify in the space below):

Click or tap here to enter text.

# H. Advance information

Many spectators require advance information about the seating options available in the stadium to be able to purchase a seat which suits their [access requirements](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116).

**1. When booking tickets, how essential is having the following information about your seat:**

**a. Distance to accessible services e.g.** [**concessions**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)**, toilets?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**b. Level or stepped access to my seat?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**c. Number of steps to my seat?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**d. Physical seat features e.g. arm rests, leg room, drinks holder?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**e. Accessible food and drinks options e.g. option to order in advance,** [**at-seat ordering**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)**, priority queues?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**f. View from my seat?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**g. If I will be able to see the screen in the stadium bowl?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**h. Sensory environment around my seat e.g. proximity to loudspeakers, strong smells?**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**Please** **specify any other advance information which would be essential for you to know when booking seats in the space** **below.**

Click or tap here to enter text.

CAFE creates advance information guides for UEFA Finals and Competitions, such as the UEFA Champions League Final and UEFA EURO 2020. The CAFE website has a stadium directory which details accessibility information for stadiums across Europe. The information provided includes accessible ticketing, transport to and services within the stadium.

**2. Would you use an advance information guide when planning your matchday?**

Yes

No

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

**3. CAFE wants to provide relevant advance information about the matchday and stadium. Please rate how essential advance information on the following topics is when planning your matchday.**

**a. Security process**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**b. Location of accessible services e.g. lifts, toilets,** [**concessions**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**c. Food and drinks menus**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**d. Symbols used on signs within the stadium for accessible services**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**e. Areas where queuing might be expected**

Essential, I would not buy a ticket without this information

Useful, I would prefer to know this before buying a ticket

Not relevant, I don't need this information before buying a ticket

Don't know

**Please** **specify any other advance information which would be essential for you to know when planning your matchday in the space** **below.**

Click or tap here to enter text.

**4. What are the most accessible ways for you to receive advance information?**

**Please select all that apply.**

[Easy read / Easy-to-read](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

[Visual stories](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

[Picture exchange communication cards (PECS)](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Large print

Videos

In-person visit / [familiarisation tour](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Online

Audio

Printed

Don't know

No preference

Other (please specify in the space below):

Click or tap here to enter text.

# I. Arriving at the stadium

# Ticket formats

**Ticketing formats vary between stadiums.**

**1. What are the most accessible ticket formats for you?**

**Please select all that apply.**

Mobile / digital ticket

Physical ticket (print at home)

Physical ticket (posted to me)

Physical ticket (collect at stadium)

Option to use both a mobile ticket and physical ticket

No preference

Other (please specify in the space below):

Click or tap here to enter text.

# Security

Security processes vary between stadiums. They may include:

* Manual body and bag searches
* Scanning with handheld security wands
* Passing through metal detectors
* Security dogs

Disabled people may face barriers when going through security.

For example:

* Security staff not knowing how to search around colostomy bags
* Being rushed through the process
* Having their bags searched insensitively
* Essential medication or food and drinks may be confiscated

**2. Could you face any barriers when going through security?**

Yes

No

Don't know

**If you answered yes, please detail any barriers you may face going through security below.**

Click or tap here to enter text.

**3. How could the security process be made more accessible for you?**

**Please answer in the space below.**

Click or tap here to enter text.

**4. If available, would you use a designated security queue for disabled people / people with long-term health conditions?**

Yes

No

Don't know

**Please explain your answer in the space below.**

Click or tap here to enter text.

# J. Inside the stadium

# Seating

**Think about your** [**access requirements**](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) **within the stadium bowl.**

**1. What physical features do you require of your seat?**

**Please select all that apply.**

Wheelchair-user space

Level access

Minimal stepped access

Increased leg room

Arm rests

Wider seat

Space for my guide or assistance dog

Aisle seat

Middle of the row seat

[Adjacent companion seat](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Close proximity to accessible bathrooms and [concessions](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Food and / or drinks holders

Space either side of my seat

USB port / plug socket

Other (please specify in the space below):

Click or tap here to enter text.

# Concessions

[Food and drinks concessions](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) should be accessible for all disabled people.

In order to achieve this, CAFE recommends:

* Offering priority queues for disabled people
* Induction loops
* Low level counters
* Training catering staff in disability awareness

Despite these recommendations, many disabled people still face barriers accessing food and drinks concessions.

For example:

* Waiting in queues to reach concessions
* Inaccessible menu formats
* Ordering from catering staff

**2. Could you face any barriers buying food or drinks in a stadium?**

Yes

No

Don't know

**If you answered yes, please detail any barriers you might face buying food and / or drinks in a stadium in the space below.**

Click or tap here to enter text.

**3. How could buying food and / or drinks be made more accessible for you?**

Please select all that apply.

[At-seat ordering](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Ordering in advance

Access to the menu in advance

[Easy read / easy-to-read menus](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Images of food and drinks available on menus

Physical copies of menus

[Hawker system](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) (purchase at-seat from roaming catering staff)

Not applicable

Other (please specify in the space below):

Click or tap here to enter text.

**4. Do you have any specific food or drinks requirements?**

**For example:**

* **I need to be able to buy sugar-free drinks**
* **I need to keep the lid to my bottled water**

**Please answer in the space below.**

Click or tap here to enter text.

# Toilets

Disabled people may need to use more than one type of toilet throughout the course of a matchday.

Stadiums should provide access to the following toilets for spectators:

* Male / female / gender-neutral toilet blocks
* Wheelchair accessible toilets
* Easy Access toilets (larger male / female / gender-neutral toilets with support bars)
* Changing Places toilets (wheelchair accessible toilet with adult changing bench, electric hoist and peninsular toilet)

Barriers faced by disabled people when using toilets in a stadium can include:

* A lack of correct equipment e.g. hooks, shelves, bins
* People questioning their right to use an accessible toilet
* Long queues

**5. If available, would you use male / female / gender-neutral toilet blocks?**

Yes

No

**6. Have you ever faced any barriers using male / female / gender-neutral toilet blocks?**

Yes

No

Not applicable

**If you answered yes, please detail any of the barriers you have faced using male / female / gender-neutral toilet blocks in the space below.**

Click or tap here to enter text.

**7. If available, would you use a wheelchair accessible toilet?**

Yes

No

**8. Have you ever faced any barriers using a wheelchair accessible toilet?**

Yes

No

Not applicable

**If you answered yes, please detail any of the barriers you have faced using wheelchair accessible toilets in the space below.**

Click or tap here to enter text.

**9. If available, would you use an Easy Access toilet (larger male / female / gender-neutral toilet with support bars)?**

Yes

No

**10. Have you ever faced any barriers using an Easy Access toilet?**

Yes

No

Not applicable

**If you answered yes, please detail any of the barriers you have faced using Easy Access toilets in the space below.**

Click or tap here to enter text.

**11. If available, would you use a Changing Places toilet (wheelchair accessible toilet with adult changing bench, electric hoist and peninsular toilet)?**

Yes

No

**12. Have you ever faced any barriers using a Changing Places toilet?**

Yes

No

Not applicable

**If you answered yes, please detail any of the barriers you have faced using Changing Places toilets in the space below.**

Click or tap here to enter text.

# K. Matchday services

# Identification systems

Some football clubs, supermarkets, and airports have created [identification systems](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) which can be used by non-visibly disabled people to indicate they may need additional support or to use accessible facilities.

**1. Have you ever used an identification system?**

**Please select all that apply.**

Lanyard

Wristband

Badge / pin

[Access passport](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

[Communication card](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

I haven't used an identification system

Other (please specify in the space below):

Click or tap here to enter text.

**2. If available, would you use an identification system at a football match?**

Yes

No

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

**If you answered no, please** [**skip to question 4**](#_4._Please_explain)**.**

**If you answered any of the other options, please answer question 3 below.**

**3. What type of identification system would you prefer to use?**

**Please select all that apply.**

Lanyard

Wristband

[Access passport](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Badge / pin

[Communication card](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Other (please specify in the space below):

Click or tap here to enter text.

**Once you have completed the above question, please** [**skip to question 5**](#_5._Could_any)**.**

## 4. Please explain why you wouldn't use an identification system in the space below.

## For example:

## I wouldn't use a lanyard because I don't want others to know I use accessible services

Click or tap here to enter text.

# Sensory viewing rooms

Some disabled people can experience sensory overload when attending football matches.

## 5. Could any of the following sensory elements create a barrier for you?

## Please select all that apply.

Strong smells

Crowding

Loud noises

Fluorescent lighting

Pre-match lightshows / fireworks

Unclean toilets / seating areas

Not applicable

Other (please specify in the space below):

Click or tap here to enter text.

[Sensory viewing rooms](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) provide a space for disabled people and their companions to watch the match whilst avoiding any potential sensory overload from the main stadium bowl. Please see [CAFE’s Sensory Viewing Room Guidance Note](https://www.cafefootball.eu/sensory-viewing-rooms-guidance-note) for more information.

**6. Have you ever used a sensory viewing room at a stadium?**

Yes

No

Other e.g. sensory space within the [concourse](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) (please specify in the space below):

Click or tap here to enter text.

**7. If available at your club, would you use a sensory viewing room?**

Yes

No

Don't know

**Please explain your answer in the space below.**

Click or tap here to enter text.

**8. Would you be happy to share a sensory viewing room with supporters of the opposition team?**

Yes

No

Don't know

**Please explain your answer in the space below.**

Click or tap here to enter text.

**9. Would you be happy to share a sensory viewing room with supporters from a different age group?**

**For example:**

* **You are an adult who has dementia and would be sharing the sensory viewing room with children**

Yes

No

Don't know

**Please explain your answer in the space below.**

Click or tap here to enter text.

# Sensory packs

Some clubs have produced free sensory packs for disabled supporters with sensory requirements. These generally include club-branded stress balls, maps of the stadium, noise-cancelling headphones, and a pen and paper.

**10. Would you be interested in receiving a sensory pack?**

Yes

No

Don't know

**Please explain your answer in the space below.**

Click or tap here to enter text.

**11. What should sensory packs include?**

**Please select all that apply.**

In-ear noise-cancelling headphones (blocks out all noise)

Over-ear noise-cancelling headphones (blocks out all noise)

In-ear noise-muffling headphones (reduces background noise)

Over-ear noise-muffling headphones (reduces background noise)

Chewing gum

[Identification system](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) (lanyard / wristband / access passport / communication card)

Game / colouring book

Mini bean bag

Map of accessible services within the stadium

Stress ball

[Fidget spinner](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116)

Food and drinks menu

Pen and paper

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

[Audio-descriptive commentary (ADC)](https://www.cafefootball.eu/Handlers/Download.ashx?IDMF=622ae857-c8e6-4907-88c1-c9b354d70116) is a dedicated service provided at live football matches to ensure that the listener has a complete understanding of the match they are attending. ADC describes all significant visual information such as body language, facial expression, scenery, action, clothing, colours and anything else that is important to conveying the image, venue, match, event or surrounding ambience. People using ADC should be able to sit anywhere in the stadium and tune in via their mobile phone or personal radio.

ADC is usually targeted at partially sighted and blind spectators, but many other disabled and non-disabled people enjoy using the service.

**12. Would you be interested in using ADC at a live football match?**

Yes, I already use ADC at matches

Yes, I would be interested in trying ADC

No, I have used ADC and didn't find it useful

No, I don't think ADC would be useful for me

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

**Please explain your answer in the space below.**

Click or tap here to enter text.

# L. Exiting the stadium

After a match, everyone leaves the stadium at the same time, which can cause crowding and congestion. Large crowds and queuing times can be a barrier for some disabled people.

**1. What barriers could you face when exiting the stadium?**

**Please select all that apply.**

Crowding

Queuing

I wouldn't face any barriers exiting the stadium

Other (please specify in the space below):

Click or tap here to enter text.

A quiet room would offer a space for disabled people to wait in after a match whilst crowds disperse.

**2. Would you use a quiet room to wait in after a match?**

Yes

No

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

3. **Could a quiet room be useful before or during a match?**

**Please select all that apply.**

Before a match

During a match (i.e. half time)

Don't know

No

Other (please specify in the space below):

Click or tap here to enter text.

**4. Would a quiet room need certain features to be useful to you?**

**For example:**

* **Soft furnishings**
* **Dimmed lighting**
* **Seating**
* **Water fountain**

**Please specify in the space below or leave blank.**

Click or tap here to enter text.

# M. Other barriers

**1. Could a lack of free WIFI in the stadium present any barriers to your matchday experience?**

Yes

No

Don't know

Other (please specify in the space below):

Click or tap here to enter text.

**Please explain any barriers a lack of free WIFI might present to your matchday experience in the space below.**

Click or tap here to enter text.

**2.** **This survey has aimed to cover the main elements of the matchday experience and the possible barriers faced by non-visibly disabled fans / fans with long-term health conditions. However, it is likely that there are barriers which you have faced or could face which this survey has not mentioned.**

**Please use the space below to detail any other barriers you may face in attending football matches.**

Click or tap here to enter text.

# N. Disability abuse

The following question asks about disability abuse. If you would prefer not to answer a question on this topic, please [skip to the end of the survey](#_O._Thank_you).

Disabled people may experience abuse from other spectators because they are disabled. This could be verbal or physical and includes mocking or insulting people about their disability. CAFE is planning to launch a tool at the start of the new season for reporting disability abuse. Spectators will be able to report cases of abuse that take place at football matches or in the online football community. To support this work, CAFE wants to know more about any abuse experienced by non-visibly disabled fans / fans with long-term health conditions. If you feel comfortable, please answer the following question on disability abuse at football matches and online.

**1. Have you ever experienced or witnessed disability abuse at a football match or in the football online community?**

Yes

No

Don't know

Prefer not to say

Other (please specify in the space below):

Click or tap here to enter text.

CAFE cannot currently act on reports of disability abuse at football matches or online made in this survey. However, any information you do share will be used to support the development of the online disability abuse reporting tool. The data gathered will also be used to supplement future CAFE Click or tap here to enter text. works into reducing disability abuse and to highlight the different types of abuse experienced by disabled fans.

**2. If you feel comfortable, please detail the abuse you have experienced or witnessed at football matches in the space below. If you would prefer not to answer this question, please** [**skip to the end of the survey**](#_O._Thank_you)**.**

Click or tap here to enter text.

# O. Thank you

**Thank you for completing the CAFE Non-Visibly Disabled Fans Survey!**

Your personal data will not be accessed by anyone other than staff at CAFE (Centre for Access to Football in Europe) and no responses in the published report or any future publications will be attributable to respondents.

If you provide your contact details below then consent for your responses to be used in the report can be withdrawn prior to the publication of the report.

CAFE looks forward to sharing the results of this survey with you in autumn 2020.

If you have any queries or concerns about the survey or would like to discuss the survey or project in more detail, please get in touch with CAFE Research Officer Isobel Robins via email at [isobel@cafefootball.eu](mailto:isobel@cafefootball.eu) or by calling +44 (0)208 065 5108.

**1. Are you happy to be contacted further by CAFE about your answers to this survey?**

Yes

No

**2. Are you happy to be contacted regarding future CAFE fan-related projects?**

Yes

No

**3. Do you wish to receive regular updates from CAFE, including the research outcomes?**

Yes

No

**If you answered yes to any of the previous questions on this page, please leave your contact details below.**

Name: Click or tap here to enter text.

Email address: Click or tap here to enter text.

Phone number: Click or tap here to enter text.

Facebook URL: Click or tap here to enter text.

Twitter handle: Click or tap here to enter text.

Instagram username: Click or tap here to enter text.

**4. What is your preferred method of contact?**

**Please select all that apply.**

Email

Phone call

Facebook

Twitter

Instagram

All of the above

Other (please specify in the space below):

Click or tap here to enter text.

**Please return your completed survey to CAFE’s Research Officer Isobel Robins via email at** [**isobel@cafefootball.eu**](mailto:isobel@cafefootball.eu)**.**

**Printed copies:**

Due to the COVID-19 situation, please scan and return via email to CAFE Research Officer Isobel Robins [isobel@cafefootball.eu](mailto:isobel@cafefootball.eu). If this is not possible, please get in touch via email or by calling +44 (0)208 065 5108.