**Disabled Supporter’s Fans Forum Minutes**  
**Date:** 4th August 2025, 5:30–6:30pm  
**Location:** Player’s Lounge  
**Host:** Katie Haines – Disability Liaison Officer

Katie Haines (Disability Liaison Officer) and Joe Radley-Martin (Supporter Services Assistant Manager) held a forum to discuss the upcoming Premier League season and hear from disabled supporters on their matchday experiences. Attendees praised stadium access at the Amex and the work of Katie and the wider Supporter Services team.

**Key Topics:**

**75% Season Ticket Utilisation**  
Joe Radley-Martin (Supporter Services Assistant Manager) clarified that relisting a season ticket counts towards the 75% utilisation requirement—even if the ticket doesn’t sell. Supporters were encouraged to communicate with Supporter Services if they miss matches or forget to relist.

**New Access Team for 2025/26**  
The club has appointed a dedicated “Here to Help” team to support disabled supporters on matchdays. These staff will work in consistent areas and become familiar faces. Supporters requested that team members be confident, proactive, and take responsibility for resolving issues.

**Away Match Accessibility**  
Supporters shared concerns about inconsistent accessibility and poor information provided by away clubs. Katie encouraged fans to report incidents directly to the home club or to Katie, so she can be feed back to the relevant clubs and the Premier League.

**Post-Match Public Transport**  
Supporters expressed difficulty navigating post-match transport due to crowding and safety concerns. A stronger stewarding presence was requested. The club will monitor the situation to explore improvements.

**Southwest Corner Redevelopment**  
Questions were raised about wheelchair access when the new away end is built. Katie confirmed that elevated wheelchair platforms, like those in the South stand currently, will be included. More details will be shared ahead of the 2027/28 season.

**Lift Access from Coach Park**  
Both lifts from the coach park to the concourse are now operational on matchdays. The accessible minibus from Car Park C5 (University of Sussex) now drops off and picks up near the lifts. A shelter and bench at the drop-off point were suggested and are under consideration.

**Seagulls-DSA Update**  
Seagulls-DSA committee members were present and encouraged attendees to join the DSA. There was applause for the Supporter Services team, and fans were urged to [complete Level Playing Field’s annual survey, available here.](https://www.surveymonkey.com/r/LPFSurvey2025)