

Disabled Fans Forum

8th August 2024 – 5.30pm-6.30pm – Dick's Bar

Hosted by Katie Haines and the Seagulls DSA

- **The role of the DSA** – The panel, consisting of members of the steering committee for the Disabled Supporters Association (DSA), discussed their role. The DSA will help disabled fans by representing the interests of Brighton fans both home and away, and visitors to the Amex and Broadfield. The DSA will help to recommend measures to enhance matchday experience for all disabled fans and their assistants. The work the DSA will do will hopefully encourage more disabled supporters to attend more games, both at home and away at both our men's and women's matches. This will be achieved through clear communication of information and support.
- **Women's First-Team Matchday Experience** – As a club, we are currently seeing if we can implement the hidden disability wristband scheme at Broadfield Stadium for our women's first team matches – which is currently in place at The Amex. This would enable supporters to, for example, bring in water needed for taking medication, or bringing an assistance dog because of a hidden disability whilst avoiding awkward situations with stewarding and catering staff. We will also be working with the Women's Operations Manager to put stewards in the wheelchair platform to ensure supporters do not rush forward into the wheelchair platform, obstructing their view during the match, as well as pre and post-match.
- **Away match experiences** – Some supporters raised their concerns about ambulant disabled seating areas at away grounds, and being able to sit in the front so they can sit down and not have an obstructed view. We will be looking at surveying attendees of the forum about what their preferred seating options are for away matches. The DSA will be working with other clubs' DSAs to gain more information on attending a match at an away ground, including their available facilities. The appetite for away travel was raised, with the emphasis on wheelchair accessible coach travel. This is something the club are actively exploring.
- **Digital ticketing** – If a disabled supporter cannot use mobile ticketing, the club provides a complimentary season ticket card for season ticket holders who are registered disabled with us and can provide physical tickets for match ticket purchasers upon request.
- **Stadium accessibility** – There are two stadium style seats at the end of each concourse, for supporters who cannot stand for long periods pre match and during half time. Some supporters were not aware of these seats, and we will therefore explore the possibility of adding clear signage to highlight this area. The use of the West Stand Upper lift was discussed, and supporters informed that this is not accessible to any supporters. If any supporter needs help moving to a different seat in the stadium for easier access, contact Supporter Services and we can help accommodate this. This also includes if anyone needs to move on a temporary basis due to an operation or injury.

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