



Newport County AFC Disabled Supporters Policy

The Club seeks to provide the best matchday experience for our disabled supporters. All of our practices have been designed to champion value but also ensures our supporters' wellbeing and safeguarding is our utmost priority. The Disabled Supporters Policy is compliant with the Equality Act 2010 and the EFL's Equality and Diversity Code of Practice.

Free Assistant Ticket

Disability Living Allowance (DLA) is for people under the age of 16, except for a few cases of people born before 8th April 1948 that haven't yet been transferred to PIP. There are three rates:

- Low rate is for people requiring assistance for some of the day or with preparing cooked meals.
- Middle rate is for those needing regular help or constant supervision during the day, supervision at night or support during treatment at home
- High rate is for individuals needing help or monitoring throughout the day and who require support overnight. This rate is also for those with a terminal diagnosis.

Current Policy is for Middle & Higher rates to obtain a Free Assistant ticket

Personal Independence Payments (PIP) are for people aged 16 to 64 who have a health condition or disability which means they have had difficulty with daily living, getting around, or both for 3 months and expect these difficulties to continue for at least 9 months. There are two rates:

- Standard rate for ability to carry out daily living/mobility activities is limited by physical or mental condition.
- Enhanced rate for ability to carry out daily living/mobility activities is severely limited by condition.

Current Policy is for both rates to obtain a free Assistant ticket

Attendance Allowance (AA) is awarded for those over 65 who need physical support due to a diagnosis or mobility issues. AA has two rates and they are:

- Low rate is for frequent help or constant supervision during the day or night
- Higher rate is for *constant* help or supervision throughout both day and night

Current Policy is for both rates to obtain a free Assistant ticket

If no DWP benefit is claimed, evidence from a Health or Social Professional will be considered. For support in this, email the Disability Access Officer on dao.newportcounty@gmail.com

Supporters are required to be registered on a non-matchday and supply relevant evidence along with the Club's Accessibility Form

Car Parking

The EFL Membership Criteria, Appendix 1, section 23 outlines the requirements for Parking Facilities on a matchday; these do not extend the right to make provision for any supporters. However, Newport County AFC have made two parking areas available as Accessible Parking areas, these are:

- Rodney Parade
- Maindee Primary School, including 5 spaces for visiting supporters

There is a section on the Accessibility Form to inform the club if NCAFC supporters wish to apply for regular access to one of these areas. Priority will be given to those on **Higher Rate** of the DWP awards, however, each will be assessed on individual application and that does not necessarily mean an application will be approved. Those who get offered a space in Rodney Parade would need to be parked by 2pm on a matchday (45 minutes before kick-off for a night game) and will not be allowed to leave for up to 15 minutes after the final whistle; this is to ensure the safety of all people leaving the ground. Maindee Primary School provision will close 30 minutes before kick-off for all games.

Safeguarding and Fraudulent Activity

The welfare and safeguarding of our disabled supporters is of paramount importance whilst attending games. Any of the following issues highlighted to the club by staff, volunteer, supporter or member of the public and evidenced could result in suspension or removal of the provision to an individual. Please note the list is not exhaustive:

- When providing evidence, where possible the supporter requiring the assistance should be seen; if the supporter is not seen for a period of time and the free assistant ticket continues to be utilised.
- If the evidence provided is proven to be for a different person than the supporter wishing to access the provision
- If the behaviour of the Assistant at games creates concern for the wellbeing and safeguarding of the supporter, then that person will be ejected from the ground. The club, where possible, will provide assistance to the supporter to allow them to remain at the game
- If the Assistant does not have the ability to provide the relevant aid, then the club has the right to challenge that in line with the safeguarding and wellbeing of the supporter

Appealing a Decision

- If an application is denied, the supporter (or an advocate) can appeal the decision to the Disability Access Officer within 28 days of the decision and will be replied to within 14 days of receiving the appeal. The Disabled Supporters Association (DSA) can be contacted for help with this if desired; they can be contacted by email at ncafcdsa@gmail.com