

Accessible Sports Facilities Management Guidelines

2016 Edition



Disability
Sport NI

www.dsni.co.uk

Disclaimer

The views expressed in this guide are not intended to take away or diminish the responsibility of the user to comply with current or future legislation. The guidance and recommended standards provided in the guide are intended to complement requirements for Building Regulations, Town Planning Requirements or Licensing, not to replace or override them.

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This publication supersedes Disability Sport NI's Access to Sports Facilities for People with Disabilities: Design and Management Guidelines (2010 Edition).

Image Credits

Disability Sport NI and the Inclusive Sports Facility Advisory Group would like to thank Hearing Dogs for Deaf People.

**This document is available in
alternative formats on request**

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Overview

Overview

Introduction

Although the inclusive design of buildings is critically important in enabling people with disabilities to access sports and recreation opportunities, good design alone will not remove all the barriers faced by disabled people. The inclusive management of sport facilities and programmes is an equally important issue.

Indeed, although there has been a welcome improvement in physical access to sports facilities in Northern Ireland over recent years, all too often disabled people find their experience using sports facilities disappointing.

It is perhaps no surprise then, that people with disabilities are half as likely to participate in sport and active recreation opportunities as non-disabled people with only 20% participating in sport compared to 48% of non-disabled people¹ (DCAL Continuous Household Survey 2014/15).

This management guide has been produced by Disability Sport NI to provide sports facility operators in Northern Ireland with guidance on how to introduce policies and procedures and inclusive programmes which will improve the experience of people with disabilities using sports facilities.

Disability Sport NI Design and Management Guides

This guide is one of a series of four design and management guides produced by Disability Sport NI:

- Guide 1: Accessible Sports Facilities Design Guidelines (2016 Edition)
- Guide 2: Accessible Sports Facilities Management Guidelines (2016 Edition)
- Guide 3: Accessible Sports Stadia Design Guidelines (2016 Edition)
- Guide 4: Accessible Sports Stadia Management Guidelines (2016 Edition)

1. Table 3 Sport Participation within the last 4 weeks 2013/14-2014/15: Findings from the Continuous Household Survey 2014/15.

In addition, the following two Guidance Notes have been produced for smaller facilities:

- Disability Sport NI Sports Pavilions Guidance Notes
- Disability Sport NI Boxing Facilities Guidance Notes

The guides and guidance notes aim to promote a greater understanding of inclusive design and management and encourage designers and sports facility/stadia operators to embrace optimum levels of good practice in terms of access for people with disabilities.

By implementing the recommendations in these guides designers and sports facility/stadia operators can ensure that people with disabilities have a quality experience, increasing over time the number of people with disabilities regularly participating in sport and active recreation or attending sporting events.

All guides and guidance notes are available from the Disability Sport NI website www.dsni.co.uk

About Disability Sport NI

Disability Sport NI is Northern Ireland's main disability sports charity working with people who would like to participate in sport and active recreation.

We work with people with physical, sensory and learning disabilities of all ages, and with schools, disability groups, sporting organisations and clubs to ensure that everyone can gain from the health, social and education benefits of sport and active recreation.

We believe that every person with a disability has the right to participate in all aspects of life and are committed to building a more inclusive society where people with disabilities have the same opportunity as non-disabled people to lead a full, active and healthy lifestyle through sport and active recreation.

We also work closely with Sport Northern Ireland and Governing Bodies of sport to ensure that talented disabled sports people have the same opportunity as their non-disabled peers to train, compete and excel in their chosen sport.

Find out more about the work of Disability Sport NI at www.dsni.co.uk

Inclusive Sports Facility Advisory Group (ISF Advisory Group)

This guide has been produced with the support of the ISF Advisory Group, which is a forum established by Disability Sport NI consisting of representatives of the following disability organisations in Northern Ireland who are committed to ensuring that sports facilities and stadia are inclusive of people with disabilities. The ISF Advisory Group is facilitated by All In Access Consultancy under contract to Disability Sport NI.

- Disability Sport NI
- IFA Inclusive Supporters Association NI
- Royal National Institute of Blind People (RNIB)
- Action on Hearing Loss
- Blind Sports Network NI
- Disability Action
- Inclusive Mobility and Transport Advisory Committee (IMTAC)
- Mencap
- Guide Dogs NI
- NI Deaf Sports

The advisory group was established on 20th April 2016 and includes the functions of the now dissolved Inclusive Stadia Advisory Group.

Endorsements

This guide has been developed by Disability Sport NI and endorsed by:



How To Use This Guide

This guide is divided into the following seven sections, each providing recommendations on how to implement a key area of inclusive sports facility management:

- 1 Management of Accessible Parking Bays
- 2 Assistance Dogs Policy
- 3 Management of Accessible Toilet Facilities and Changing Places Toilet Facilities
- 4 Training Plans for Staff
- 5 Pricing Policy
- 6 Emergency Evacuation Strategy
- 7 Inclusive Sports Development or Marketing Plans

To assist sports facility operators to develop these policies and procedures the following five management policy templates are also included:

- Template A: Management of Accessible Parking - Policy
- Template B: Assistance Dogs - Policy
- Template C: Management of Accessible Toilet and Changing Places Toilet Facilities - Policy
- Template D: Training Plans for Staff - Policy
- Template E: Pricing - Policy



Guidance Signpost

Guidance Signposts are denoted throughout the document, which provide relevant cross-references to existing inclusive management standards.

The Inclusive Sports Facility (ISF) Accreditation Scheme

The ISF Accreditation Scheme has been developed by Disability Sport NI to encourage and recognise excellence in the design and management of sports facilities which meet optimum levels of good practice in terms of access for people with disabilities.

The accreditation scheme is awarded to sports facilities who successfully meet the recommendations outlined in the following two Disability Sport NI design and management guides:

- Guide 1: Accessible Sports Facilities Design Guidelines (2016 Edition)
- Guide 2: Accessible Sports Facilities Management Guidelines (2016 Edition)

Two levels of ISF Accreditation are available as follows:

- ISF Excellence Accreditation: this level of accreditation is concerned with the achievement of optimum levels of good practice and is applied to all new facilities.
- ISF Accreditation: this level of accreditation is concerned with the achievement of best possible practice within existing, extended or refurbished sports facilities.

The ISF Accreditation Scheme provides District Councils and other sports facility operators with a mechanism to ensure that new, extended or refurbished sports facilities meet the sporting needs of people with disabilities.

To find out more about the ISF Accreditation Scheme, contact Disability Sport NI.

Disability Sport NI
Unit F, Curlew Pavilion
Portside Business Park
189 Airport Road West
Belfast
BT3 9ED
Telephone: 028 9046 9925
Textphone: 028 9046 3494
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Sections

1-6

Sports Facilities Management Policies and Procedures

1. Management of Accessible Parking Bays
2. Assistance Dogs Policy
3. Management of Accessible Toilet Facilities and Changing Places Toilet Facilities
4. Training Plans for Staff
5. Pricing Policy
6. Emergency Evacuation Strategy

1 Management of Accessible Parking Bays



Image 1 - Examples of accessible parking signage

Overview

There are over 100,000 blue badge holders in Northern Ireland¹, equating to approximately 18% of the total number of households in Northern Ireland which have access to a car or a van. The abuse of accessible parking bays by non-disabled people in Northern Ireland is extremely common. A recent survey conducted by IMTAC in Northern Ireland found that one in four accessible bays is being abused at any particular time. The careful management of accessible parking areas is essential to overall visitor experience and it is crucially important that sports facility management develops and implements a parking policy concerned with minimising the abuse of accessible parking bays.

Recommended Standards

- Develop and implement a policy for the 'Management of Accessible Parking Bays'. Issues to address in the policy include:
 - Information on accessible parking provisions at the sports facility, including provisions for staff.
 - Advertising the policy:
 - Ensuring the policy is circulated to and understood by all staff.
 - Ensuring the policy is clearly advertised to the public.
 - Ensuring that staff and visitors are informed about the availability of accessible parking at the sports facility.

- Signage, use and the monitoring of accessible parking bays:
 - Clearly signed for use by 'Blue badge holders only'.
 - Monitored by a dedicated member of staff.
 - Checked regularly for misuse by the dedicated member of staff.
 - Not used by delivery vehicles or tradesmen carrying work out at the facility.
 - Not used by employees (who are not entitled to park in the bays).
- A clear course of action for deterring misuse of accessible parking bays and dealing with drivers who do misuse accessible parking bays, for example:
 - Reminder notices not to park in accessible bays.
 - Using the public address system to request that drivers not displaying a blue badge should return and move their vehicle.
 - Placement of leaflets on the windscreen of cars misusing bays, highlighting the difficulties this behaviour causes.
 - Clamping measures.



Guidance Signpost

- ▶ See Section 1.2 of Disability Sport NI Guide 1: Accessible Sports Facilities Design Guidelines (2016 Edition). Sports Facilities Design and Technical Guidelines - Site Wide Accessibility - Parking and Setting-down Point.
- ▶ Providing Accessible Parking: A good practice guide. The Baywatch Campaign (NI). Inclusive Mobility and Transport Advisory Committee (IMTAC) in Northern Ireland. Available to download on: www.imtac.org.uk/downloads/Parkingguide

2 Assistance Dogs Policy

Overview

Assistance dogs will wear an identification bib, harness/jacket and tag when they are working, making them easy for staff to identify. While assistance dogs are commonly associated with a 'guide dog' for people who are blind or partially sighted, they can also be used by a wide range of individuals with other impairments such as 'hearing dogs' for people who are deaf or have a hearing loss and 'service dogs' for people with physical disabilities. An assistance dog provides a specific service to its owner and greatly enhances their owner's ability to lead a more independent lifestyle. Consideration to suitable and adequate facility provision for the dog will impact on its owner's overall visitor experience and will be a key factor in their decision to make a return visit. An assistance dog has no responsibilities in the event of emergency evacuation.



Image 2 - Partially sighted person with Guide Dog

Recommended Standards

- Develop and implement an 'Assistance Dogs' policy. Issues to address in the policy include:
 - Information regarding the designation and location of external and internal provisions for assistance dogs.
 - Staff awareness and an understanding of duties under the Disability Discrimination Act with respect to assistance dogs, for example:
 - The Chartered Institute of Environmental Health has confirmed that assistance dogs should be allowed access to food shops and restaurants and that there is no conflict with hygiene laws.
 - Assistance dogs are highly trained working dogs and have well established toileting routines so are unlikely to foul in a public place.
 - Assistance dogs are likely to be exempt from 'no dogs' policies which normally apply in food shops or restaurants.
 - Staff awareness of the facilities available at the sports facility for assistance dogs.
- Use of Assistance Dogs UK signage prominently displayed at the entrance. **Note:** entrance stickers are available on request from Assistance Dogs UK: www.assistedogs.org.uk/contact/#form-sticker
- Nominated person and availability of staff assistance.
- Advertising the policy:
 - Ensuring the policy is circulated to and understood by all staff.
 - Ensuring the policy is clearly advertised to the public.
 - Ensuring that staff and visitors are informed about the availability of assistance dogs facilities.



Image 3 - Assistance Dogs UK signage to be prominently displayed at the sports facility entrance - (image courtesy of Hearing Dogs for Deaf People)



Guidance Signpost

- ▶ Access to leisure facilities for guide dog owners and other blind and partially sighted people. The Guide Dogs for the Blind Association (Guide Dogs).
www.guidedogs.org.uk/media/1488977/Leisure_access.pdf
- ▶ Guidance on the Provision of Spending Facilities for Guide Dogs and Other Assistance Dogs. The Guide Dogs for the Blind Association (Guide Dogs).
- ▶ www.assistedogs.org.uk and www.hearingdogs.org.uk
- ▶ Contact Guide Dogs NI directly regarding staff training in relation to supporting a guide dog owner and their guide dog.

3 Management of Accessible Toilet Facilities and Changing Places Toilet Facilities

Overview

Management of accessible toilet facilities and Changing Places (CP) toilet facilities is required to prevent and discourage misuse of facilities by people who do not require use of designated accessible facilities.

A Changing Places toilet facility is not the same as an accessible toilet. It is a 12m² room equipped with a height adjustable adult-sized changing bench and hoist system that enables **severely disabled people, including those with profound and multiple learning disabilities**, to comfortably use a toilet with assistance.



Image 4 - Symbol for Changing Places toilet facility
(to be displayed outside a CP toilet facility in the sports facility)

Recommended Standards

- Develop and implement a 'Management of Accessible Toilet Facilities and Changing Places Toilet Facilities' policy. **Note:** not all sports facilities will have a Changing Places toilet provision. Issues to address in the policy include:
 - Information regarding provisions available at the sports facility.
 - Staff awareness and assistance:
 - Staff awareness that some people have hidden disabilities.
 - Staff available to direct people with disabilities to the nearest accessible toilet.
 - Inspection and information:
 - Regular inspection and cleaning of accessible toilet facilities and all necessary accessories e.g. waste disposal bin.
 - Procedure for acting on emergency assistance alarms quickly and efficiently.
 - Regular inspection of fixtures and fittings, e.g. grabrails and wall-mounted changing units should be regularly inspected to assess structural integrity.
 - Display of clear instructions on the use of equipment adjacent to each item in Changing Places toilet facilities.
 - Provision of information on the type of sling connector and the types of sling that are compatible with installed hoists and tracks in Changing Places toilet facilities.
 - Advertising the policy:
 - Ensuring the policy is circulated to and understood by all staff.
 - Ensuring the policy is clearly advertised to the public.
 - Ensuring that staff and visitors are informed about the availability of accessible toilet and Changing Places toilet (if provided) facilities.



Guidance Signpost

- ▶ Good Loo Design Guide. RIBA Enterprises and Centre for Accessible Environments. 2004. **Management Issues**, p.45-46.
- ▶ Changing Places: the practical guide. Changing Places Consortium. www.theaccessofficer.files.wordpress.com/2013/11/changing-places-a-practical-guide.pdf
- ▶ www.changing-places.org

4 Training Plans for Staff

Overview

Commonly held misconceptions about people with disabilities in society continue to act as barriers to participation for many people with disabilities.

As many non-disabled people may not regularly come into contact with people with disabilities, they may feel unsure about how to interact and communicate appropriately. Staff should be trained to be fully aware of policies and procedures developed by sports facility management to meet the needs of people with disabilities; and considering the range of disability types i.e. physical (wheelchair users and people with mobility disabilities), sensory, learning, mental and hidden.

Disability Inclusion/Equality Training is designed to provide staff with the knowledge and understanding they require to provide a better level of service to people with disabilities and will also help them to feel more comfortable when interacting with people with disabilities. This in turn will create a relaxed and friendly environment for people with disabilities using sports facilities. **Note:** Disability Sport NI has developed sports and leisure specific Disability Inclusion Training.

Recommended Standards

- Develop and implement training plans for staff, to include:
 - The requirement to undertake Disability Inclusion/Equality Training within staff training plans. All staff should have completed Disability Inclusion/Equality Training within one year of commencing employment.
 - Training on access related policies and procedures e.g. emergency evacuation strategy.
 - Regular training of relevant staff in the use of communication aids like textphones and loop systems.
 - Management procedures for the provision of assistance:
 - Management of accessible control barrier, turnstile systems or entry points in reception to enable efficient entry.
 - Staff on hand at all times to assist with wayfinding and orientation.
 - Awareness that older people can often have arthritis, slower understanding, hearing, sight or breathing difficulties, which may not be obvious and they may require additional assistance.
- Develop and implement 'Training Plans for Staff' policy. Issues to address in the policy include:
 - Staff training record.
 - Ensuring the policy is circulated to and understood by all staff.



Guidance Signpost

- ▶ Training can be provided by a number of disability organisations, including Disability Sport NI and Disability Action. Sighted guiding training and training in how to look after a guide dog when in the care of staff can be provided by Guide Dogs NI.
- ▶ www.rnib-business.org.uk/training-overview
- ▶ Assisting people with epilepsy - www.epilepsyaction.org.uk/info
- ▶ BS 7000-6:2005. Design management systems. Managing inclusive design. Guide.
- ▶ Contact Action on Hearing Loss for information on deaf/hearing loss awareness training and hearing loss-specific access audits.
- ▶ Contact Guide Dogs NI for information on guide dog ownership and sight loss training, including accessibility for people living with sight loss.
- ▶ Dementia Friends training - <https://www.dementiafriends.org.uk/>

5 Pricing Policy

Overview

The cost of standard fees can be a barrier for some people with disabilities and can prevent people with disabilities from becoming regular participants in a particular sport or activity. Pricing policy for sports facilities should encourage people with disabilities to participate.

Recommended Standards

- Develop and implement a 'Pricing' policy, which will help to encourage people with disabilities to participate in sports programmes and activities. Include:
 - A waged/unwaged pricing policy where possible. If this is not possible, offer concessions to people with disabilities.
 - Concessions should not be exclusive to wheelchair users.
 - Subsidised schemes and initiatives which actively target people with disabilities should be considered.
 - Introduction of a companion scheme, whereby concessions are issued to essential carers e.g. 'Buddy Card Scheme'.
 - Contact details for pricing enquiries.
 - Advertising the policy:
 - Ensuring the policy is circulated to and understood by all staff.
 - Ensuring the policy is clearly advertised to the public.
 - Ensuring that staff and visitors are informed about pricing.



Guidance Signpost

- ▶ Briefing Paper. Concessionary Charging Policy. Disability Action. 2012.

6 Emergency Evacuation Strategy

Overview

As sports facilities are used by people with disabilities, management should as part of its broader emergency evacuation strategy give detailed consideration as to how people with disabilities will be efficiently evacuated in the event of an emergency.

Guidance

- Develop a safety plan which includes specific provision for the co-ordinated evacuation of older people and people with a range of disabilities e.g. people with learning disabilities, people with mobility disabilities, people who are deaf etc. Include procedures for checking areas where people with disabilities may be alone and unaware that an emergency situation has occurred.
- Consider the needs of assistance dog owners during emergency evacuation, given that the dog has no responsibility or role to assist its owner in the event of emergency. Consider that the dog may be located with its owner or away from its owner in a designated secure area during an event.



Guidance Signpost

- ▶ The Fire Safety Regulations (Northern Ireland) 2010. DHSSPSNI.
- ▶ BS 9999:2008. Code of practice for fire safety in the design, management and use of buildings.
- ▶ BS 9999:2008. **Section 9, Paragraphs 46 - 46.12** Evacuation of disabled people, p.246-251 (including the use of emergency evacuation plans).
- ▶ Fire Safety Law: The Evacuation of Disabled People from Buildings. DHSSPSNI. 2011.
- ▶ Consult directly with Guide Dogs NI regarding the evacuation of assistance dog owners and on staff training relating to their evacuation.
- ▶ Safe Evacuation for All. National Disability Authority (Ireland). 2011.

Section

7

Inclusive Sports Development or Marketing Plans

- 7.1 Consultation
- 7.2 Information and Communication
- 7.3 Participation Initiatives and Programmes
- 7.4 Sports Leadership and Coach Education

7 Inclusive Sports Development or Marketing Plans

Overview

It is the experience of Disability Sport NI that, in order to attract people with disabilities, sports facility operators need to proactively plan for the inclusion of people with disabilities in their programmes. Therefore, Disability Sport NI encourages sports facility operators to actively target people with disabilities, by including specific actions and targets related to people with disabilities within their sports development plan or marketing plan.

Applicants can achieve the greater inclusion of people with disabilities by developing and implementing the recommendations listed below, under the key headings of:

- Consultation
- Information and Communication
- Participation Initiatives and Programmes
- Sports Leadership and Coach Education

7.1 Consultation

Overview

Effective consultation with people with disabilities is crucial to the successful development and implementation of a truly inclusive sports development programme.

Recommended Standards

- Before writing a sports development plan, sports facility management should consult with local disabled people, disability groups, mainstream sports organisations and disability sports organisations to ascertain current and future level of need there is in the area. A schedule should be drawn up of priority activities/programmes people with disabilities would like to see developed.
- Sports facility management should include all categories of disability e.g. group representation from people with physical, sensory and learning disabilities etc.
- To continue a sense of ownership of the project local disability groups should, where possible, be represented on the project management group responsible for the development of the facility.

- In larger sports facilities, the facility provider should consider establishing a forum made up of a small number of local people with disabilities to oversee the implementation of the disability element of the sports development plan and to advise sports facility management and staff on ongoing operational issues.

7.2 Information and Communication

Overview

The provision of a range of information which actively targets people with disabilities and is easily accessible is crucially important in successfully promoting sports programmes to people with disabilities. It is important to have a strategy for accessible communication to assist people with disabilities. Inclusive marketing and the provision of accessible information is required.

Recommended Standards

- Information on programmes, events and activities at the sports facility should be actively targeted at individual disabled people and disability groups. A database of individual disabled people and disability groups should be developed over time to inform this process.
- All promotional information should be freely available in accessible formats on request e.g. CD, large print, Braille. This does not mean that all sources of information must be produced in a range of alternative formats in advance, but rather that mechanisms are put in place for doing so quickly when requested.
- Develop an accessible website and carry out user testing prior to going live.
- Consider the inclusion of positive imagery of people with a range of disabilities as part of an inclusive marketing policy for sports facilities e.g. on websites and promotional literature.
- Consider effective methods of communication to assist people with disabilities e.g. information available by telephone, textphone, Next Generation Text, Talk By Text, SMS and email.
- Ensure plain English, clear typeface and size is used as standard and provide information in alternative accessible formats, including Easy Read on request.



Guidance Signpost

- ▶ British Standards Institute: Publicly Available Specification PAS 78:2006. Guide to Good Practice in Commissioning Accessible Websites
- ▶ W3C Accessibility Guidelines (WCAG) 2.0: www.w3.org/TR/WCAG20/
- ▶ See It Right - Making Information Accessible to People with Sight Problems. **Creating Accessible Websites**, p.81-94. RNIB.
- ▶ Mencap Communication Guide. Mencap's Make It Clear - www.advocacyproject.org.uk/wp-content/uploads/2014/06/

7.3 Participation Initiatives and Programmes

Overview

Largely as a result of the introduction of the Disability Discrimination Act, access to many sports facilities in Northern Ireland has improved in recent years, however the key problem remains that there is a lack of organised sports opportunities and programmes for people with disabilities.

From experience, Disability Sport NI believes that many people with disabilities can participate in most sports with little or no adaptations, however it may be necessary to adapt some sports (rules, playing surface, court size etc.) to ensure the inclusion of people with disabilities. It is essential therefore, that sports facility management include the organisation of participation initiatives and programmes for people with disabilities as a key objective within their sports development plan.

Recommended Standards

- Ongoing participation initiatives specifically targeted at people with disabilities to be organised in partnership with local disability groups.
- Agree the type of sports programmes organised in consultation with local people with disabilities, disability groups and with mainstream and disability sports organisations.
- Wherever possible, people with disabilities should also be encouraged and supported to participate in mainstream initiatives and programmes alongside non-disabled people. Advice on how to achieve this is available from Disability Sport NI.

- Facility managers and development staff should be mindful of the need to include people across all categories of disability in their programmes e.g. people with physical, sensory and learning disabilities etc. It should be noted that it may be necessary to organise separate activities or programmes for different disability groups in order to achieve this.

7.4 Sports Leadership and Coach Education

Overview

It is now commonly accepted among professionals working within the disability sport field that the majority of existing sports coaches, sports leaders and volunteers do not have the knowledge and skills required to run sports and physical activity programmes which are inclusive of people with disabilities. It is essential therefore, that sport facility managers plan how they will recruit and, if necessary, train sports leaders and coaches with the practical knowledge and skills required to run sports programmes which are inclusive of people with disabilities.

Recommended Standards

- Sports facility managers should conduct a training needs analysis to ascertain if their existing pool of coaches and/or sports leaders has the skills required to run programmes which are inclusive of people with disabilities.
- Based on the findings of the training needs analysis, a database of suitably trained and experienced coaches and sports leaders should be developed and maintained.
- Based on the 'skills gaps' identified in the training needs analysis, a coach education plan should be put in place, which clearly outlines how the required number of coaches and/or sports leaders will be trained and/or sourced over the time period covered by the development plan.
- Advice on the availability of relevant coach education and sports leadership courses is available from Disability Sport NI.

Appendices

Appendix A Management Policy Templates

Template A: Accessible Parking - Policy

Template B: Assistance Dogs - Policy

Template C: Management of Accessible
Toilet and Changing Places
Toilet Facilities - Policy

Template D: Training Plans for
Staff - Policy

Template E: Pricing - Policy

Appendix B Guidance Signpost Bibliography

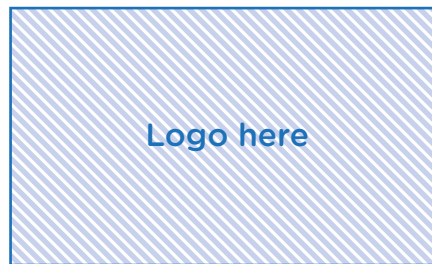
Appendix C Useful Websites

Appendix D Useful Resources

Appendix A

Management Policy Templates

Template A: Accessible Parking - Policy



Name of Sports Facility
Management of Accessible Parking - Policy
Date

Please complete all sections of this template below to compile your policy

State how many accessible parking bays are provided.

Outline where accessible parking bays are located.

State whether bays are signed for use by 'Blue badge holders only'.
(vertical signage is recommended).

State whether the policy for the management of accessible parking bays is clearly advertised to the public using sign(s) located at the entrance/reception area.

Outline provision of designated accessible bays for staff with disabilities.

Outline the procedure for monitoring misuse of parking bays (include how regularly monitoring is undertaken and who has responsibility for it).

Outline actions adopted in the event of misuse.

State how this policy is circulated to members of staff and how management is assured that the policy has been read and understood.

Outline methods used to inform staff and visitors about the availability of accessible parking at the sports facility e.g. on website.

Please provide any further relevant information.

Guidance Notes

When outlining circulation to staff, include procedure for review and induction of new staff members.

Outline how staff with disabilities are informed of their designated parking provision (employees should have separate designated bays and should respect policy relating to non-use of visitor bays).

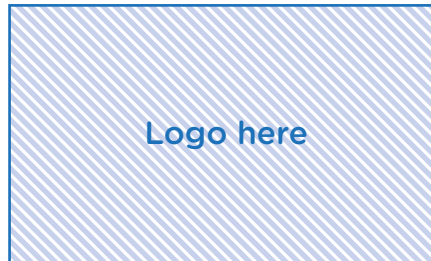
Bays should not be used by delivery vehicles or tradesmen carrying work out at the facility.

Actions on misuse could include:

- ▶ Using the public address system to request that drivers not displaying a blue badge should return and move their vehicle
- ▶ Reminder notices not to park in accessible bays
- ▶ Placement of leaflets on the windscreen of cars misusing bays, highlighting the difficulties this behaviour causes. This could read: 'You are restricting access to accessible parking areas for use by people with disabilities. This bay is for blue badge holders ONLY. Please be aware of others when parking and keep this area clear
- ▶ Clamping measures

Further guidance can be found in: 'Providing Accessible Parking A good practice guide. The Baywatch Campaign (NI). Inclusive Mobility and Transport Advisory Committee (IMTAC) in Northern Ireland'. Available to download on: [www.imtac.org.uk/downloads/Parkingguide\(finalversion\).pdf](http://www.imtac.org.uk/downloads/Parkingguide(finalversion).pdf)

Template B: Assistance Dogs - Policy



Name of Sports Facility
Assistance Dogs - Policy
Date

Please complete all sections of this template below to compile your policy

State that assistance dogs are welcome in all areas of the sports facility.

Outline DDA duties with respect to assistance dogs and highlight that assistance dogs wear identifying bibs/harness/tags when working.

State the name of the nominated person(s) responsible for supervision and checking welfare.

Identify the location of the external assistance dogs spending facility and associated facilities e.g. surfaces, water bowl and staff assistance (include procedure for requesting access to the spending area).

Provide staff guidance in relation to wayfinding, access assistance, and provision of water for assistance dogs. **Note:** it is important to ask the person living with sight loss if they require assistance.

Include the necessity for staff to be aware of the location of the external dog spending facility and to regularly inspect and maintain it.

Identify the location of a secure rest space internally (where the dog will be

safe whilst their owner is partaking in an activity within the sports facility) and any specific design features it contains e.g. Guide Dogs NI can advise on the fitting out of benching hook(s).

State whether the policy for assistance dogs is clearly advertised to the public using sign(s) located at the entrance/reception area.

State whether Assistance Dogs UK signage is prominently displayed at the entrance (this is recommended).

Include guidance documents which staff can refer to e.g. www.equalityni.org/ECNI/media/ECNI/Publications/

State how this policy is circulated to members of staff and how management is assured that the policy has been read and understood.

Outline methods used to inform visitors about the availability of assistance dog facilities e.g. on website.

Please provide any further relevant information.

Guidance Notes

Reference document www.guidedogs.org.uk/media (legal requirements, how to communicate with people who are blind or partially sighted, list of organisation contacts etc).

When outlining circulation to staff, include procedure for review and induction of new staff members.

Assistance dogs provide support to a wide range of people living with different impairments or disability types. Refer to assistance dog organisations e.g. Hearing Dogs, Canine Partners etc., including those which are not affiliated to Assistance Dogs UK.

More detailed information and guidance is available in: Guidance on the provision of spending facilities for guide dogs and other assistance dogs. The Guide Dogs for the Blind Association (Guide Dogs).

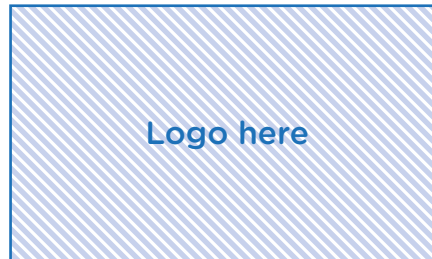
www.assistancedogs.org.uk

www.hearingdogs.org.uk

Contact Guide Dogs NI for information on guide dog ownership and sight loss training, including accessibility for people living with sight loss:

Guide Dogs NI
17 Heron Rd
Belfast
Co. Antrim
BT3 9LE
Tel: 0845 372 7402

Template C: Management of Accessible Toilet and Changing Places Toilet Facilities - Policy



Name of Sports Facility
Management of Accessible Toilet Facilities and
Changing Places Toilet Facilities - Policy
Date

**Omit if there is no CP
toilet in the facility**

Note: a Changing Places toilet facility is not the same as an accessible toilet. It is a 12m² room equipped with a height adjustable adult-sized changing bench and hoist system that enables **severely disabled people, including those with profound and multiple learning disabilities**, to comfortably use a toilet with assistance. As such, some sports facilities may not have a CP toilet and therefore it will not need to be referenced in this policy.

Please complete all sections of this template below to compile your policy

Identify locations of all accessible toilet provisions within the sports facility.

Identify location of Changing Places toilet facilities within the sports facility (if applicable).

Include that all staff can direct people with disabilities to the nearest accessible toilet (ensure that staff training/induction addresses this).

Outline procedures for the inspection and cleaning of accessible toilet facilities and Changing Places toilet facilities and all necessary accessories e.g. waste disposal bins (inspection procedure should include assessment of the structural integrity of the fixtures and fittings i.e. grabrails and wall-mounted changing units, and ensure that emergency alarm cords are not tied up).

Outline procedures for responding to emergency assistance alarms, including how staff are made aware that an alarm has been activated.

Confirm the display of clear instructions on the use of equipment adjacent to each item in Changing Places toilet facilities (if applicable).

Outline methods used to inform visitors about the availability of accessible toilet and Changing Places toilet facilities in the sports facility e.g. on website, communicated by staff on arrival, facility directory.

State how this policy is circulated to members of staff and how management is assured that the policy has been read and understood.

Please provide any further relevant information.

Guidance Notes

When outlining circulation to staff, include procedure for review and induction of new staff members.

Instructions within Changing Places toilet facilities will include information on the type of sling connector and types of sling that are compatible with their installed hoist and track.

Consult with Mencap NI in relation to the facility provision and its associated management:

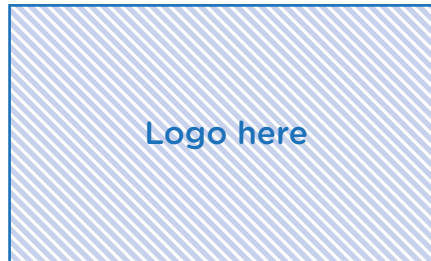
Mencap Northern Ireland
Segal House
4 Annadale Avenue
Belfast
BT7 3JH
Tel. 028 9069 0152

Refer to:

Changing Places: the practical guide. Changing Places Consortium.
www.theaccessofficer.files.wordpress.com/2013/11/

www.changing-places.org

Template D: Training Plans for Staff - Policy



Name of Sports Facility
Training Plans for Staff - Policy
Date

Please complete all sections of this template below to compile your policy

Outline staff training record, to include the following:

- Type of training undertaken e.g. Disability Inclusion Training (DIT)
- When the training took place
- Who was responsible for carrying out the training
- Which staff attended i.e. outline roles within the sports facility
- What review periods are planned for staff training updates

Include details of extent of staff training e.g. all staff, management, reception staff etc.

State whether staff are made aware of and trained to implement the full range of operational policies (as per Sections 1-6 of this guide).

State whether relevant staff are regularly trained in the use of communication aids (e.g. textphones and loop systems) and equipment (e.g. all hoists, submersible platform lift etc.).

Include training review periods and induction of new staff members.

State how this policy is circulated to members of staff and how management is assured that the policy has been read and understood.

Please provide any further relevant information.

Guidance Notes

Training can be provided by a number of disability organisations, including Disability Sport NI and Disability Action. Sighted guiding training and training in how to look after a guide dog when in the care of staff can be provided by Guide Dogs NI.

Contact Action on Hearing Loss for information on deaf/hearing loss awareness training and hearing loss-specific access audits:

Telephone: 028 9023 9619

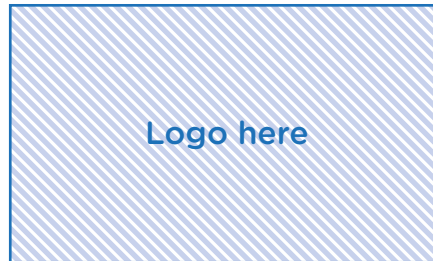
Textphone: 020 7296 8282

Email: information.nireland@hearingloss.org.uk

Refer to:

- ▶ Assisting People with epilepsy www.epilepsyaction.org.uk/info
- ▶ BS 7000-6:2005. Design management systems. Managing inclusive design. Guide.
- ▶ Access for All: Opening Doors. A guide to support your sports club to improve physical access for disabled people. English Federation of Disability Sport and Sport England. 2013.
- ▶ www.teachers.emdp.org/docs

Template E: Pricing - Policy



Name of Sports Facility

Pricing - Policy

Date

Please complete all sections of this template below to compile your policy

Outline if the facility has a waged/unwaged pricing policy.

Identify any subsidised schemes and initiatives which actively target people with disabilities. For example, to ensure that people with disabilities, who need to be accompanied or assisted by a carer to access a service, do not also have to pay for the person assisting them, a Buddy Card Scheme. The cost associated with this additional assistance can prevent many people with disabilities from becoming regular users of the facility.

Provide contact details for enquiries regarding pricing, including methods of communication for people who are deaf or have a hearing loss e.g. email, textphone, fax.

State whether the pricing policy is clearly advertised to the public using sign(s) located at the entrance/reception area.

Outline methods used to inform visitors about the pricing policy e.g. on website.

State how this policy is circulated to members of staff and how management is assured that the policy has been read and understood.

Please provide any further relevant information.

Appendix B

Guidance Signpost Bibliography

Access to leisure facilities for guide dog owners and other blind and partially sighted people. The Guide Dogs for the Blind Association (Guide Dogs).

Briefing Paper. Concessionary Charging Policy. Disability Action. 2012.

British Standards Institute. BS 7000-6:2005. Design management systems. Managing inclusive design. Guide.

British Standards Institute. BS 9999:2008. Code of practice for fire safety in the design, management and use of buildings.

British Standards Institute: Publicly Available Specification PAS 78:2006. Guide to Good Practice in Commissioning Accessible Websites

Changing Places: the practical guide. Changing Places Consortium.

Fire Safety Law: The Evacuation of Disabled People from Buildings. Department of Health, Social Services and Public Safety Northern Ireland. 2011.

Good Loo Design Guide. RIBA Enterprises and Centre for Accessible Environments. Andrew Lacey. 2004.

Guidance on the Provision of Spending Facilities for Guide Dogs and Other Assistance Dogs. The Guide Dogs for the Blind Association (Guide Dogs).

Mencap's Make It Clear. Mencap Communication Guide.
<http://www.advocacyproject.org.uk/wp-content/uploads/2014/06/make-it-clear-apr09.pdf>

Providing Accessible Parking: A good practice guide. The Baywatch Campaign (NI). Inclusive Mobility and Transport Advisory Committee (IMTAC) in Northern Ireland.
[http://www.imtac.org.uk/downloads/Parkingguide\(finalversion\).pdf](http://www.imtac.org.uk/downloads/Parkingguide(finalversion).pdf)

Safe Evacuation for All. National Disability Authority (Ireland). 2011.

See It Right - Making Information Accessible to People with Sight Problems. RNIB. 2006.

The Fire Safety Regulations (Northern Ireland) 2010. Department of Health, Social Services and Public Safety (NI).

Appendix C

Useful Websites

www.actiononhearingloss.org.uk (formerly RNID)

Action on Hearing Loss. For product solutions:
www.actiononhearingloss.org.uk/shop.aspx

www.ageuk.org.uk/northern-ireland

Age NI - charity combining Age Concern NI & Help the Aged in Northern Ireland

www.adni.org.uk

Assistance Dogs Northern Ireland

www.assistancedogs.org.uk

Assistance Dogs UK - A voluntary coalition of assistance dog organisations

www.autismni.org

Northern Ireland's Autism Charity

www.bisfed.com

Boccia International Sports Federation

www.cae.org.uk

Centre for Accessible Environments

www.changing-places.org

Changing Places Consortium

www.colourblindawareness.org

Colour Blind Awareness

www.cyclingireland.ie

Cycling Ireland

www.dementiafriends.org.uk

Dementia Friends. An Alzheimer's Society initiative

www.disabilityaction.org

Disability Action

www.dsni.co.uk

Disability Sport NI

www.efds.co.uk

English Federation of Disability Sport

www.epilepsy.org.uk

Epilepsy Action Northern Ireland

www.fei.org

Federation Equestre Internationale

www.fig-gymnastics.com

International Gymnastics Federation

www.guidedogs.org.uk

Guide Dogs for the Blind Association

www.hearingdogs.org.uk

Hearing Dogs for Deaf People

www.ibsasport.org

International Blind Sports Federation

www.imtac.org.uk

Inclusive Mobility and Transport Advisory Committee

www.iwrf.com

International Wheelchair Rugby Federation

www.itftennis.com/wheelchair

International Tennis Federation (wheelchair)

www.ittdream.com

International Table Tennis Federation's Social Responsibility Program

www.levelplayingfield.org.uk

Level Playing Field (Promoting Good Access For All Fans)

www.mencap.org/northernireland

Mencap Northern Ireland. The Voice of Learning Disability

www.niassistancedogs.btck.co.uk

Northern Ireland Assistance Dogs

www.nrac.org.uk

National Register of Access Consultants

www.nifrs.org

Northern Ireland Fire & Rescue Service

www.nrcpd.org.uk

The National Registers of Communication Professionals Working with Deaf and Deafblind People

www.rnib.org.uk/accessiblewebsites

Royal National Institute for Blind People

www.rnib-business.org.uk/training-overview

Royal National Institute for Blind People

www.sailing.org/disabled

Official Website of World Sailing (Para World Sailing)

www.sportscotland.org.uk

Sports Scotland

www.uci.ch/para-cycling

Union Cycliste Internationale (Para-cycling)

www.ukgymnastics.org

UK Gymnastics

www.worldparavolley.org

World ParaVolley

www.worldrowing.com/para-rowing

World Rowing (Para-rowing)

www.communities-ni.gov.uk

Department of Communities

www.finance-ni.gov.uk/topics/building-regulations-and-energy-efficiency-buildings

Department of Finance (Building Regulations)

www.planningni.gov.uk

Department for Infrastructure (Northern Ireland Planning Portal. Planning NI)

www.infrastructure-ni.gov.uk/topics/public-transport

Department for Infrastructure (Public Transport)

Appendix D

Useful Resources

Access for All: Opening Doors. A guide to support your sports club to improve physical access for disabled people. English Federation of Disability Sport and Sport England. 2013.

Accessible Sports Facilities (formerly known as Access for Disabled People). Design Guidance Note. Sport England. Updated 2010 guidance. April 2010.

Access to leisure facilities for guide dog owners and other blind and partially sighted people. The Guide Dogs for the Blind Association (Guide Dogs).

Access to and use of buildings. Building Regulations (Northern Ireland) 2012 Guidance: DFP Technical Booklet R: 2012.

Active Design: Planning for Health & Wellbeing Through Sport & Physical Activity. Public Health England & Sport England. October 2015.

Architectural Ironmongery. Specifiers' Handbooks for Inclusive Design. Centre for Accessible Environments and RIBA Publishing. Alison Grant. 2005.

Automatic Door Systems. Specifiers' Handbooks for Inclusive Design. Centre for Accessible Environments and RIBA Publishing. Alison Grant. 2005.

BS EN 81-1:1998 +A3:2009. Safety rules for the construction and installation of lifts. Electric lifts.

BS EN 81-2:1998 +A3:2009. Safety rules for the construction and installation of lifts. Hydraulic lifts.

BS EN 81-70:2003. Safety rules for the construction and installation of lifts. Particular applications for passenger and goods passenger lifts. Accessibility to lifts for persons including persons with disability.

British Standards Institute. BS 5839-1:2002 +A2:2008. Fire detection and fire alarm systems for buildings. Code of practice for system design, installation, commissioning and maintenance.

British Standards Institute. BS 5395-1:2010. Stairs. Code of practice for the design of stairs with straight flights and winders.

British Standards Institute. BS 8233:1999. Sound Insulation and Noise Reduction for Buildings. Code of practice.

British Standards Institute. BS 8300:2009 +A1:2010. Design of Buildings and their Approaches to meet the needs of Disabled People. Code of practice.

Building Sight, A Handbook of Building and Interior Design Solutions to include the needs of Visually Impaired People. Peter Barker, Jon Barrick and Rod Wilson. Royal National Institute of the Blind and HMSO. 1995.

Cafe Culture: Memorandum of Understanding. Belfast City Centre Management.

Code for Lighting. CIBSE. The Society of Light and Lighting. 2012.

CSN EN 16005. Power operated pedestrian doorsets - Safety in use - Requirements and test methods. 2012.

DD CEN/TS 15209:2008. Tactile paving surface indicators produced from concrete, clay and stone.

Disability Discrimination (NI) Order 2006.

Disability Sport NI Guide 1: Accessible Sports Facilities Design Guidelines (2016 Edition). Disability Sport NI.

Disability Sport NI Guide 3: Accessible Sports Stadia Design Guidelines (2016 Edition). Disability Sport NI.

Disability Sport NI Guide 4: Accessible Sports Stadia Management Guidelines (2016 Edition). Disability Sport NI.

Fire safety. Building Regulations (Northern Ireland) 2012 Guidance: DFP Technical Booklet E: 2012.

Glass in Buildings. Specifiers' Handbooks for Inclusive Design. Centre for Accessible Environments and RIBA Publishing. Ann Alderson. 2006.

Guidance on the use of tactile paving surfaces. Department for Transport. 2007.

Hearing Loops: A guide for services. Action on Hearing Loss.

Inclusive Design and Access Statements Guidance.

<http://www.sportscotland.org.uk/sportscotland/Documents/Resources/FacilitiesReport03AccessGuidance.pdf>

Inclusive Design Standards. London Legacy Development Corporation. March 2013.

<http://www.queenelizabetholympicpark.co.uk/-/media/lldc/policies/lldcinclusivedesignstandardsmarch2013.ashx?la=en>

Inclusive Design Standards. Olympic Delivery Authority. 2008.

Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure. Department for Transport. 2005.

Internal Floor Finishes. Specifiers' Handbooks for Inclusive Design. Centre for Accessible Environments and RIBA Publishing. Ann Alderson. 2006.

Lighting Guide 04: Sports Lighting. Society of Light and Lighting SLL LG4. CIBSE 2006.

Loop and infrared systems for people managing public services. Action on Hearing Loss factsheet. Action on Hearing Loss.

Making Your Club More Accessible to Disabled People. Level Playing Field.

Making Your Club More Accessible - Top 10 Tips. Level Playing Field.

Making Your Club More Accessible - Top 10 Tips for Cricket. Level Playing Field.

Making Your Club More Accessible - Top 10 Tips for Rugby. Level Playing Field.

Northern Ireland Census (2011).

Pavilions and Clubhouses. Design Guidance Note. Sport England. June 1999.

Platform Lifts. Specifiers' Handbooks for Inclusive Design. Centre for Accessible Environments and RIBA Publishing. Alison Grant. 2005.

Safer surfaces to walk on - reducing the risk of slipping (C652). CIRIA. 2006 + supplemental update 2010.

Sign Design Guide. A guide to inclusive signage. JMU and the Sign Design Society. Parker, P & Fraser, J. 2000.

Sports Clubs and Fire Safety Factsheet. English Federation of Disability Sport. 2013. http://www.efds.co.uk/assets/0000/8226/Fact_sheet_Sports_Clubs_and_Fire_Safety_Final_x.pdf

Stairs, ramps, guarding and protection from impact. Building Regulations (Northern Ireland) 2012 Guidance: DFP Technical Booklet H: 2012.

Stairs, ramps and escalators: Inclusive design guidance. Centre for Accessible Environments and RIBA Publishing. Ann Alderson. 2010.

The Colour, Light and Contrast Manual. Designing and Managing Inclusive Built Environments. Keith Bright and Geoffrey Cook. 2010.

The Disability Discrimination Act 1995. Assistance Dogs Owners - their rights: Employers and Service Providers - best practice. Equality Commission for Northern Ireland. Updated December 2014.

The Prevalence of Disability and Activity Limitations Amongst Adults and Children Living in Private Households in Northern Ireland. Northern Ireland Statistics & Research Agency. Bulletin 1 July 2007.

Notes



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Unit F, Curlew Pavilion
Portside Business Park
189 Airport Road West
Belfast BT3 9ED

Telephone: 028 9046 9925

Textphone: 028 9046 3494

Email: email@dsni.co.uk

www.dsni.co.uk



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