



NEWCASTLE UNITED

Disability Access Statement

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V2.0



NUFC Disability Access Statement

Introduction

St. James' Park is the home stadium of Newcastle United Football Club and is located in the heart of Newcastle less than a mile away from the city centre and its extensive amenities.

The stadium itself is the sixth largest football stadium in the United Kingdom and its white cantilever roof, the largest in Europe, is visible across the city.

Besides Premier League and Football League football, St. James' Park has previously been used for international football matches, as a football venue for the 2012 Olympics and as a rugby venue for both the 2015 Rugby World Cup and the 2015 & 2016 Rugby League Magic Weekends. In addition, the stadium has also hosted charity football events, rock concerts and has been used as a set for film and reality television.

We look forward to welcoming you to St. James' Park and hope this document will help appease any questions or concerns you may have about attending. If it does not, we urge you to contact the club employees listed below who will be more than willing to help in order to make your visit as comfortable as possible.

Stadium Information for Disabled Fans

The current capacity of St. James' Park is 52,354 of which 160 seats are allocated as wheelchair spaces. A large proportion of these seats are used by season ticket holders, however, a number of wheelchair spaces are available on a game by game, first come first served basis.

Wheelchair users

Newcastle United has accessible viewing area for wheelchair users in all 4 of stands and offers viewing positions in both elevated and pitch side locations. Supporters who have a fear of heights may feel unnerved by the view of the stadium from Level 7 (see figure 1 below) and should contact the Match day Disabled Liaison Officer prior to attending.





Figure 1. View from Level 7 Viewing Platform (home and away supporters)

Those wheelchair users at pitch level need to be aware of the possibility of being struck by the match ball in the event of the ball going into the crowd. It should also be noted that whilst the entire stadium is under cover, supporters at pitch side and level 1 areas of the stadium are still liable to get wet dependant on the wind direction and are advised to wear clothing appropriate to the weather forecasted.

Examples of the different views experienced by wheelchair users located in the different stands of the ground as shown in figures 2 and 3 below.



Figure 2. South stand viewing area (home supporters)



Figure 3. North stand viewing accessible area (home supporters)



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The club employs a specific Safeguarding and Welfare steward on match days whose specific responsibility is to assist supporters with mobility issues on match days in order to enhance their match day experience. Assistance from such steward can be arranged by contacting the Disabled Liaison Officer (see contact info below).

There are 12 wheelchair positions available for visiting supporters situated in the 'Away End' of the ground which is located in Upper Level 7 of the North Stand (Leazes stand). All 12 of these wheelchair spaces have unrestricted views from accessible viewing platforms (as shown in figure 1 previously).

Further Adjustments

In addition to the provision for wheelchairs described, the club also offers other adjustments within the stands to meet the needs of supporters with other disabilities or impairments. These include offering match commentary for sight impaired supporters and accommodating assistance dogs as and when required.

The club currently offers audio commentary and headsets for up to 24 sight impaired supporters via a commentary system tuned in to a local radio station. These seats are located in the North East corner of the stadium, as shown in figure 4 below, and tickets for such seats must be purchased specifically through the Box Office Disabled Liaison Officer (contact info below). Supporters can bring their own headsets if they so wish and jack-plug adaptors are available on request from nearby stewards.

As seats in this area are limited in number, in the event a supporter is unable to access such a seat, supporters may also bring their own radios or portable internet devices to listen to match commentary on. For some supporters this may be a preferable option if the North East corner location within the ground is not somewhere they wish to sit or they wish to use a specific radio or internet streaming device.

Nearby safety stewards will be happy to assist in the tuning of radios and internet streaming devices.





Figure 4. Sight impaired audio commentary seating area.

The Club also have a 10 DAB radios and headsets available for supporters with sight impairment which are issued on a first come first served basis. Five of these radios are reserved for use by away supporters with a sight impairment but may be made available to home supporters in the event they are not used. To book the use of a DAB radio, please contact the Club's Disabled Liaison Officer (details below).

Assistance dogs are welcomed within the stadium and water bowls can be provided if required. However, visitors wishing to bring an assistance dog to a game must contact the Disabled Access Officer in advance of the purchasing their ticket(s) to ensure the seats they wish to purchase are suitable for accommodating assistance dogs.

Disabled supporters who have difficulties accessing food and drink kiosks can have order requests delivered to their seat. Kiosk members of staff actively patrol seating areas during the first half of all games and fans are encouraged to contact such staff members to place their orders. In the event this opportunity is missed or not possible, fans should contact their nearest steward.

Visitors with wider access are encouraged to contact the club prior to the day of a game so that we can have a better understanding of their

needs and make suitable arrangements. We will endeavour to meet any individuals needs as far as is possible, as notified.

Toilets

Accessible toilets are located near the seating areas disabled fans and all accessible toilets are RADAR key operated. They are also alternatively sited with left and right hand transfer spaces respectively and have an alarm fitted to floor level.

An example of an accessible toilet located in the stadium is shown below in figure 5



Figure 5. Accessible toilets



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A breakdown of accessible toilets, their locations and distance from seating areas is as follows:

East stand:

- 4 Toilets located in the concourse as follows:
 - 2 x at Access 7 & 8 – 20 metres from seating deck
 - 2 x at Access 9 & 10 – 20 metres from seating deck

North stand:

- 2 Toilets located in the concourse
 - Access 3 – 20 metres from seating deck
 - Access 9 – 20 metres from seating deck

South stand:

- 4 Toilets located in the concourse
 - Access 3 – 30 metres from seating deck
 - Access 5 – 20 metres from seating deck
 - Access 11 – 20 metres from seating deck
 - Access 12 – 20 metres from seating deck

West stand:

- 8 Toilets located in the corporate areas (not RADAR key operated)

Level 7 (West and North Stands)

- 7 Toilets located en route between the seating deck and the concourse
 - Access 18 – 20 metres from seating deck





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- Access 19 – 20 metres from seating deck
- Access 20 – 20 metres from seating deck
- Access 21 – 20 metres from seating deck
- Access 6 – 20 metres from seating deck
- Access 7 – 20 metres from seating deck
- Access 8 – 20 metres from seating deck

Away supporters (Level 7 North Stand)

- 2 Toilets located in the concourse as follows:
 - Access 19 – 20 metres from seating deck
 - Access 20 – 20 metres from seating deck

Accessing the Stadium: Pre Arrival

The ground can be accessed by a number of different methods and from a number of directions depending on the method of transport and direction of travel. As a result the forward planning of a journey to the stadium is always advised. It should be noted that due to the topography of the city centre some approaches are more accessible than others.

Stadium map and Geographical Orientation

A reference map of the stadium is shown below in figure 6.





Figure 6. Stadium Map

Visitors are urged to note the orientation of and access points around the stadium when planning any visit.

Approaches to the Stadium from Newcastle City Centre

Many disabled fans familiar with the city will often pick their route and mode of transport to the Stadium based on the restrictions imposed by their own disability, their knowledge of the local area and whether they wish to travel with fellow fans and stop off for refreshment on route etc. The route taken to the stadium may also be influenced by the location of a visitor’s ticket and the relevant ramps and access points the stadium has.

Access to the stadium for wheelchair users or supporters with mobility issues is via designated gates and lifts situated in each of the 4 stands;

- North stand via exit gate N16 (near turnstile 17)
- South stand via exit gate S43 (near turnstile 60)



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- South stand lift between Nine Bar and the Club shop on Strawberry Place.
- East stand via exit gate E24 (near turnstile 39)
- North stand level 7 via the lift adjacent to turnstiles 89-90
- Milburn stand Level 7 via 2 lifts
- Away supporters via exit gate 63 affording access to the lift near turnstiles 93/94

Such access points are also marked on figure 6 above and are attended by safety stewards on match days.

In addition to these access points, there are other key features of the stadium that visitors should note. The area shown in red on figure 7 below is commonly referred to as the “crowd corridor”.



Figure 7. Stadium map showing crowd corridor (marked in red)



A covered walkway runs under the length of the West and North. Visitors are urged to be mindful that while the walk way is Accessible it can become congested, particularly immediately before kick-off and immediately after full time.

The corridor itself is wide and gently sloped for most of its length but is very steep at the lower end near the junction with Strawberry Place (south end of the ground) and as a result this often acts as a barrier to access for many disabled fans.

Disabled fans with a ticket that requires them to navigate the corridor are advised to consider the potential difficulties associated with navigating the lower (steeper) part of the corridor. To avoid this area, an alternative route can be accessed by travelling along the South Stand walkway, which in turn, can be reached by both access ramps described below or by taking the lift located on street level of the south stand.

Lift locations are also described below.

There are two access ramps located around the stadium, one in the South East corner of the stadium and one in the ‘crowd corridor’ outlined above. Both ramps provide access to the South Stand walkway from street level. Figures 8 & 9 below show the location of these ramps.



Figure 8. Access ramp located in South East corner



Figure 9. Access ramp located in 'crowd corridor'

There are also several designated disabled access lifts located around the stadium which provide access to all levels of the stadium. Figure 10 below shows the location of these lifts around the stadium.



Figure 10. Location of Disabled Access Lifts

Approach to the Stadium from the Stadium car park

A very popular mode of transport to the stadium for disabled visitors is by car or taxi and so to accommodate this, the stadium has ensured it has an accessible stadium car park.

This car park is situated directly behind the north stand and is accessed via the entrance from Barrack Rd as shown in figure 11 below.

All areas of the stadium are accessible from the Stadiums' accessible parking spaces and any problems encountered by the gradient of approach are negated by the use of a vehicle.



Figure 11. Access to the stadium car parks via Barrack Road

The stadium currently has 30 free of charge accessible spaces available for disabled supporters although a large proportion of which are often allocated to season ticket holders.

Additional car parking is available on a first come first served basis and should be booked via Stephanie Dodds, who can be contacted on 01912018666 or via email at stephanie.dodds@nufc.co.uk.

Visitors using Satellite Navigation (Sat Nav) to travel to the stadium should use the postcode NE1 4ST.

For visitors travelling by Taxi or a lift, an ideal drop off point for wheelchair users or people with mobility difficulties is on Leazes Terrace, directly outside the East stand. This location affords access to the South stand access ramp with dropped kerbs and avoids the steep climb from Strawberry Place.

The location of Leazes terrace is shown in figure 12 below.



Figure 12. Leazes terrace adjacent to the East Stand

How to get here by bus

Newcastle has two major bus stations, Haymarket (for services from Northumberland and the North) and Eldon Square (for services from County Durham and the south). These are located adjacent to each other on Percy Street, next to Haymarket Metro station.

To access the stadium from both bus stations, visitors should cross over to the far side of the road, turn left and then right when they arrive at Morden Street (next to the Goose public house). At the top of Morden Street, they should turn left and continue along this road until the stadium becomes visibly apparent. Access to the stadium in this way will be from the South East corner of the ground.

If visitors are season ticket holders and are travelling within Tyne and Wear, it is worth noting that a discounted travel ticket can be



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obtained for as little as £10 for a whole season. Such tickets can be arranged by contacting the public transport provider Nexus and quoting the 'Magpie Mover'.

The Magpie Mover is valid on all buses for three hours before and after each match. Where visitors are not season ticket holder or are not local to the area, even without this discount, a range of bus tickets are available to meet their needs from each of the bus operators.

In addition to the local bus routes that operate out of Haymarket and Eldon square bus stations, the city is also serviced by a national bus service which is operated by Stagecoach. Unfortunately the Stagecoach buses which operate within Newcastle and Gateshead city boundaries do not stop at either of the bus stations listed above and instead stop in the centre of town. However, the ground is sign-posted and is also easily accessed from this bus stop.

How to get here by Metro

The Metro, also operated by Nexus, is a very quick and direct mode of transport that links the city with wider local authority areas such as North Tyneside, South Tyneside, Gateshead and Wearside.

The nearest Metro station to the stadium is St. James' although it should be noted that not all lines run directly through this stations.

The most direct line to the stadium is the yellow line that travels from the Coast via Wallsend. All stations along the metro line are well signposted and changes between trains are easily navigated.

Like the bus services that operate around the city, the Magpie Mover is also valid on all metro services for three hours before and after the match.

Approach from St. James' Metro Station

Fans arriving at the metro station can use the lifts to gain access to ground level. From there they have an option to approach the stadium via a flight of steps or via the public footpath which although not



stepped at any point, is very steep and has significant cross falls. Both deliver to Strawberry Place.

The footpath route can be navigated by people in powered chairs or in chairs pushed by a friend or personal assistant but may cause problems for disabled people on their own in manual chairs or for people with walking difficulties. The slope of the route, shown in figure 10 below, varies in gradient but is as steep as 1:6, with a cross fall of 1:14 in places.



Figure 13. Steep route (with cross fall) from St. James' Metro up to Stadium

A longer route (but with an easier gradient) is available from Haymarket Metro & Bus station if visitors deem the route from St. James' too difficult to navigate.

This route, shown in red in figure 14 below, delivers to the foot of the access ramp located by the South East corner of the ground. From here access to any point of the ground (usefully avoiding the steep part of the crowd corridor) is possible.

An alternative 'mid-point' route is also shown in blue. Depending on their disability, a person may find this longer, shallower route easier to navigate than the shorter, steeper one up from St. James' Metro station.

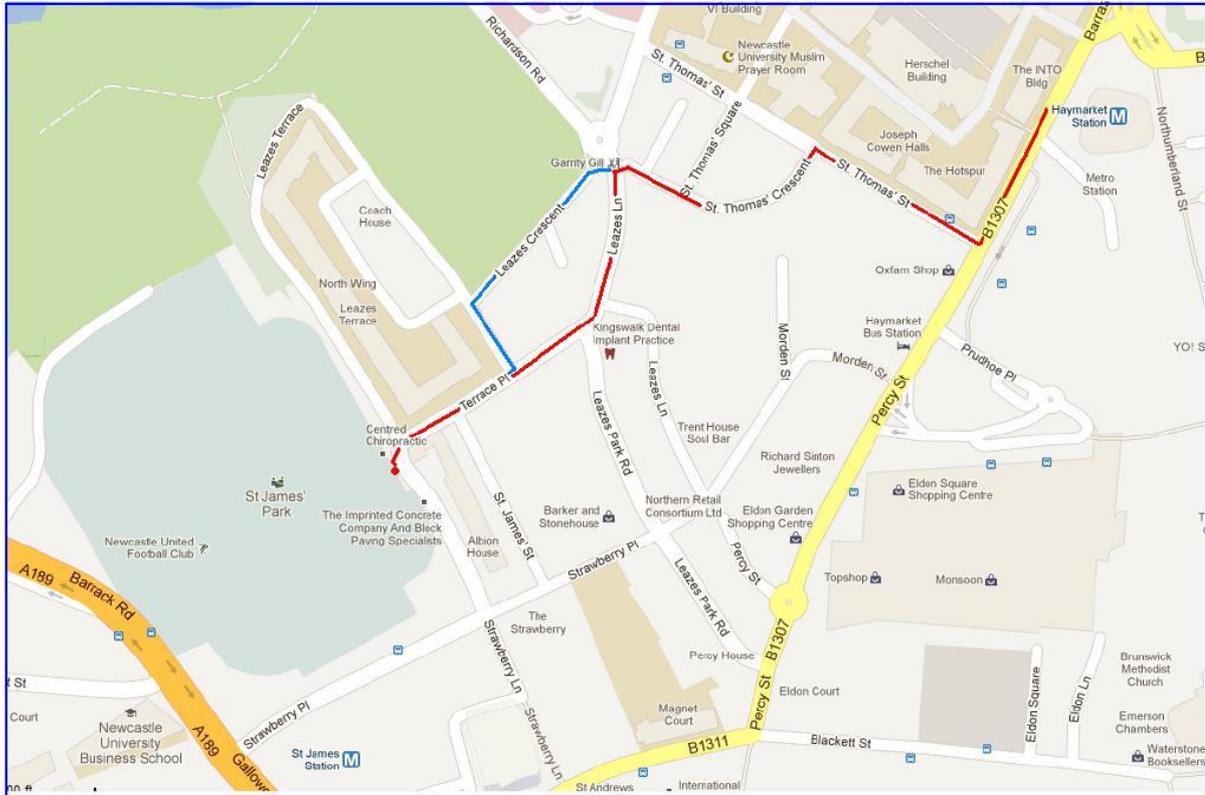


Figure 14. Alternative Route to stadium from Haymarket Metro & Bus stations

How to get here by train

Newcastle Central station is served by trains from across the North-East and beyond, with frequent services both before and after the game to get you here easily.

The station itself is located less than 1 mile from St. James' Park, and is well signposted making it a popular choice of transport for away fans and fans based outside the region.

To travel to the stadium from the station, visitors should exit the station via the main entrance/exit way and cross the road via the pedestrian crossing. From here visitors should then travel up Pink Lane, passing the Forth Hotel, turn right onto Clayton Street and then left onto Westgate Road.

They should then continue along Westgate road as far as Tilley's Bar, at which point they should bear right onto Bath Lane, passing Fujiyama



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Restaurant. After 200 metres, another turn right and then left turn onto Gallowgate will see the ground appear.

Alternatively, visitors can take the Metro from Central Station to Haymarket and follow the directions listed from Haymarket listed above.

How to get here by air

Lots of major airlines fly into Newcastle International Airport (NCL) which is located seven miles north east from the stadium. Newcastle International is the North -East's largest airport, handling over four million passengers a year. The airport receives flights from over 80 destinations worldwide, including a scheduled long-haul service between Dubai and Newcastle.

Travelling from the airport to the stadium is easy with local Metro services linking the airport and stadium via one change at Monument Metro station. Visitors can also choose to travel on the metro to Haymarket and commute from there using the directions previously listed. Taxi and hotel shuttle services to the city centre are also readily available from the airport.

How to get here by park and ride

There are two park and ride schemes currently in operation: the first from Newcastle Great Park (just to the west of the A1) and the second that operates from Metro Centre (known as the 'Soccerbus').

With tickets on sale on the buses for **£2 return** (or free with a Magpie Mover), the park and ride systems offer a great way to avoid the hassle of finding (and paying for) a parking spot in the city centre.

There is no need to book these services meaning visitors can just turn up on the day. Both park and ride schemes are operational from around 3 hours before the game and for around 3 hours afterwards to make your journey as flexible as possible.





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Buying Tickets

Newcastle United is one of only a handful of football clubs who offer a concessionary 50% discount on season and match day tickets for supporters with disabilities as well as a ticket for a Personal Assistant/Carer free of charge.

However, it should be noted that the club reserves the right not to issue a concessionary disabled ticket or a personal assistant ticket to anyone who is unable to meet the clubs entitlement criteria. All applicants are reminded that all tickets are non-transferable without the express permission of the club and that this process is subject to a regular review.

Any of the following is regarded as acceptable proof of entitlement:

1. Receipt of enhanced rate of the care element and mobility component of Personal Independence Payments (PIP)
2. Receipt of mid-rate care element or the high rate mobility component of the Disability Living Allowance (DLA) (please note – this is now only accepted where PIP re-assessment has not yet been undertaken)
3. War Pensioners' Mobility Supplement
4. Receipt of Attendance Allowance;
5. War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability;
6. Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). Further advice can be found on the Royal National Institute of Blind People (RNIB) website;





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5. Confirmation in writing from Social Services that the individual is included on their Deaf Register, or a letter or report from an aural specialist confirming that hearing loss has been recorded at 70 – 95 dBHL or worse.
6. Confirmation in writing from Social Services that the individual has a learning difficulty or disability. This may include Proof of registration with Social Services, or if not on the Local Authority Register, a letter from a doctor or support worker confirming that the individual has a difficulty in learning new skills, or may be unable to cope independently. For children – a letter from the head teacher at a special school confirming eligibility will be acceptable.

NB: This list is not exhaustive and individual consideration will also be given to any other evidence that can be provided.

Ticket Offices and Collection Points

The club operates two ticket offices depending on whether tickets are to be collect on the day of a match or during normal working hours.

To collect tickets in person on a match day visitors should attend the 'match day box office' situated in the West Stand, at the south end of the previously described crowd corridor, near to the Sir Bobby Robson statue. However, visitors should note that this location is also adjacent to the previously described steep slope near the junction with Strawberry Place. If visitors have identified this as a potential access barrier then the alternative routes described previously should be used in order to safely navigate to this ticket office.

On match days, the 'match day box office' is staffed by 2 stewards who are there to assist if required. Unfortunately there is no induction loop or lowered counters in this ticket office however disabled supporters are encouraged to use 'Collection Point A' as this service desk has no glass partition between staff and customers allowing staff to adjust their service to meet visitors needs accordingly.



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The location and layout of the Match day box office is shown below in figures 15 and 16.



Figure 15. Location of Match day box office



Figure 16. Layout of Match Day Box office and Collection point "A"



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Ticket collections for pre-purchased tickets can also be made on match days from the south concourse upper collection points which are open 3 hours prior to Kick Off. Access to this concourse can be gained via the lift located on strawberry place or via the access ramp located in the South East corner of the ground.

On non match days, a second ticket office is favoured known as simply 'the box office'. This is located on the first floor within the Club shop on Strawberry Place and is accessible via a lift.

This ticket office is fitted with an induction loop with balanced lighting throughout but no lowered counter area and disabled supporters are again encouraged to ask staff if they need assistance.

Opening hours for this ticket office are:

Mon - Friday: 10am -5pm.

Saturday: 9am-4pm.

Sunday: Closed

(Please note weekend opening hours are subject to change in the close season.)

To purchase concessionary disabled ticket, please contact the Box Office Disabled Liaison Officer via the contact information given below.

Other facilities

Club shop

The shop is located at street level in the South stand of the stadium on Strawberry Place and is spread over 2 floors accessible via a lift or escalators with level access with aisles wide enough to afford access throughout. There are 2 entrances to the shop one of which has an assisted access entry and a double door width of 1540mm.

The shop is fitted with an induction loop with balanced lighting throughout but no lowered counter area





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Opening times are:

Monday – Friday: 9am-5.30pm

Saturday: 9am-6pm

Sunday: 11am-5pm

Midweek evening KO: 9am -10.30pm (closed for 1 hour during the game)

The shop is busy on match days. If you require a quieter period on a match day we would suggest you attend at least 3 hours before Kick Off and 30 minutes after the game. Non match days are considerably quieter.

Licenced Bar Areas

The club has 2 licence bars at the stadium that are operational to the public on both match days and non match days. ‘Nine Bar’ is situated alongside the club shop on Strawberry Place and the ‘Terrace Bar’ which is located in the South West corner of the stadium. Both bars are accessible to wheelchairs and visitors with mobility impairments as shown in figures 17 and 18 below.



Figure 17. Ramp into “Nine Bar” with assisted entry doors





Figure 18. Access into “Terrace Bar”

Miscellaneous Information

Visitors requiring any advice in respect of bringing medication or medical equipment to the stadium can contact the Club’s Access Officer, Steve Swinyard, via the contact details below.

Supporters sitting anywhere in Level 7 of the stadium should note that they will be required to ascend/descend 14 landings and 140 stairs to/from this seating level. There are 4 lifts available up to this level (see previous information) and fans with mobility needs may wish to consider utilising such lifts on match days. Use of these lifts on match days is prioritised for fans with disabilities and accessibility needs by Safety Stewards.



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Club Contact Information

The Club's Disabled Access Officer is:

Steve Swinyard
Head of Safeguarding, Welfare and Equality
Tel: 0191 201 8702
Email: steve.swinyard@nufc.co.uk

The Club's Supporter Liaison Officers is:

Lee Marshall
Head of Marketing Communications
Tel: 0191 2018579
Email: lee.marshall@nufc.co.uk

The Club's Disabled Liaison Officers are:

Jan Brien
Box Officer Disabled Liaison Officer
Tel: 0191 201 8457
Email: disabilitysupport@nufc.co.uk

Dave Balmer
Club Disabled Liaison Officer
Tel: 0191 2018457
Email: dave.balmer@nufc.co.uk

FOR ACCESS SUPPORT

Please contact the Disabled Access Officer

FOR TICKET SALES

Please contact the Box Office Disabled Liaison Officer

FOR GENERAL & MATCHDAY SUPPORT

Please contact the Club Disabled Liaison





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Useful links and websites

Newcastle United Disabled Supporters Association (NUDSA)

<http://www.nudsa.org/>

Level Playing Field

<http://www.levelplayingfield.org.uk/>

Altoonative travel (match day travel information)

<http://www.altoonativetravel.com/>

Disabled Go

<http://www.disabledgo.com/>

Accessibility in Newcastle

<https://www.newcastlegateshead.com/plan-your-visit/accessibility>

City Maps

<https://www.newcastlegateshead.com/plan-your-visit/maps>

Local Bus Accessibility Information

<https://www.nexus.org.uk/bus/guide-buses/safety-and-accessibility>

Local Metro Accessibility Information

<https://www.nexus.org.uk/metro/guide-metro/accessibility-and-safety>

