Access improvement plans at Anfield

Purpose

- To inform of the current facilities at Anfield for disabled people and approach to inclusive access
- To inform of the planned improvements to Anfield in 2017 and LFC's work on an access improvement plan

Current approach to inclusive access

- LFC recognises disabled supporters need enhanced facilities to be able to fully enjoy the experience of Anfield Stadium
- The Club has demonstrated a long-standing commitment to improving accessible facilities at Anfield. Over the last five years the number of wheelchair viewing positions inside the Stadium has increased.
  - 2011, 11 positions were added to the Kop.
  - A further 11 were made available for the 2014/15 season, taking the total number to 110 (2015/16 season).
  - 195 positions available for 2016/17 following completion of NMS
- The Club has also improved in other areas including other accessible facilities, staff training, provision of information and Club contacts
- Liverpool Football Club has been ranked No.1 in the Premier League's Visit Football Quality Assured Stadium Assessment Scheme, for its overall fan experience.

Stadium plans

- Comprehensive plan to meet Accessible Stadia requirements established in 2013
- Based on two stand development, Main Stand and Anfield Road Stand
- Main Stand now complete which provides 75 extra wheelchair spaces plus amenity and easy access seats
- Anfield Road Stand has Planning Approval but is not yet being progressed to construction
- Therefore proposals to improve current accessibility at the stadium developed for implementation in 2017

Current facilities (in numbers)

	Wheelchair Positions				
	GA		Hospitality		
	Pitch	Elevated	Pitch	Elevated	**Totals**
NMS	26	55		26	**107**
Centenary					**0**
Kop	52				**52**
ARS	36				**36**
Totals	**114**	**55**	**0**	**26**	**195**
Required	60	179		13	**252**
Shortfall (negative)	**54**	**-124**	**0**	**13**	**-57**

	Acc Stad	Actual
Pitch	25%	67%
Elevated	75%	33%

	Amenity Seats					Easy Access Seats				
	GA		Hospitality			GA		Hospitality		
										Totals
NMS		27		16	**43**		30		16	**46**
Centenary					**0**					**0**
Kop					**0**					**0**
ARS					**0**					**0**
Totals		**27**		**16**	**43**		**30**		**16**	**46**
Required		119		7	**126**		119		7	**126**
Shortfall (negative)		**-92**		**9**	**-83**		**-89**		**9**	**-80**

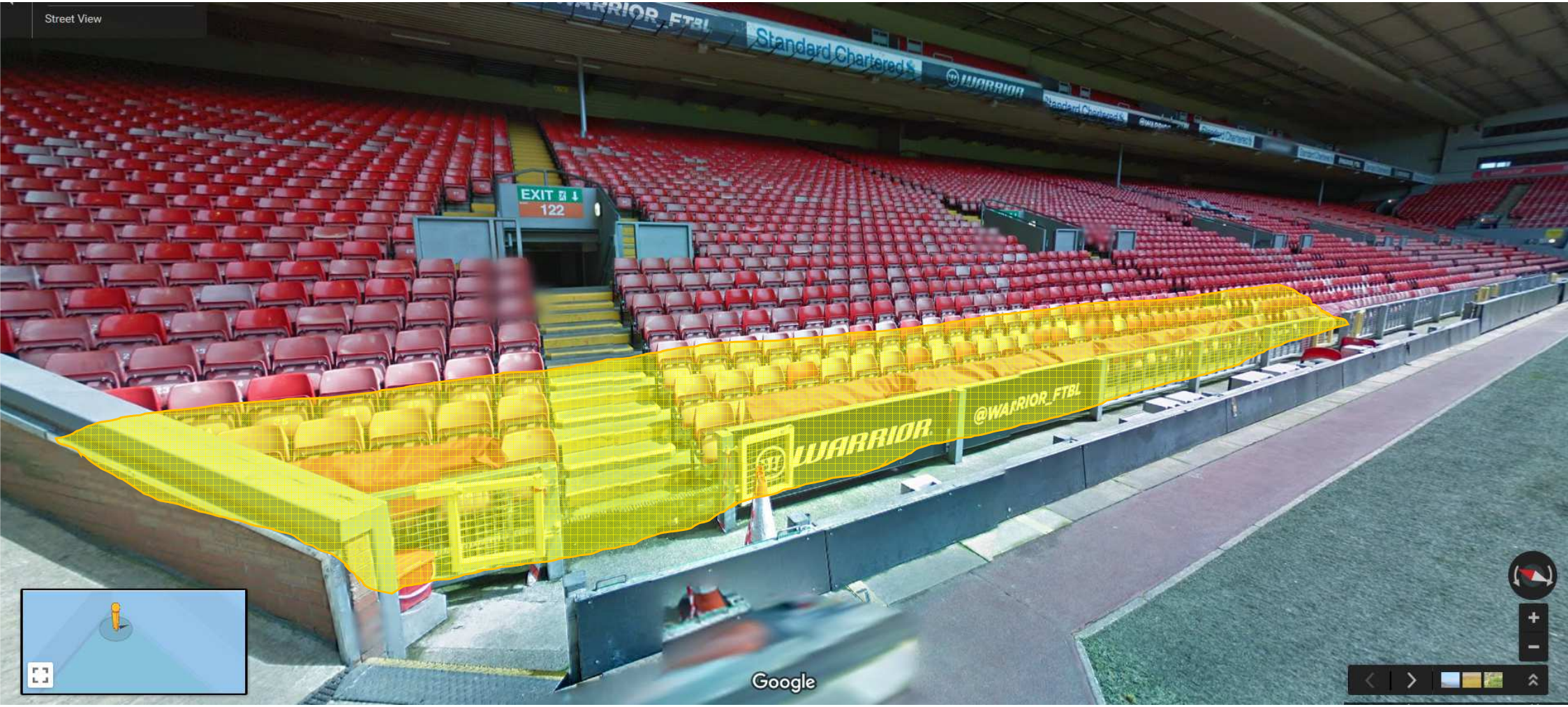
Proposals and consultation

- Initial proposals to improve accessible seating developed in second half of 2016
- Consultation with LDSA, Stadium Licensing, Building Control undertaken in December 2016
- Feedback from consultation resulted in preferred options being identified in early January 2017
- Further consultation now completed and preferred options confirmed as being supported by LDSA, Stadium Licensing, Building Control and Liverpool City Council Access Officer
- LDSA very supportive of retaining pitch side positions, as existing fans like being pitch side and no fans walk in front of wheelchairs
- Proposals now being developed for implementation, Planning Application submitted

Recommended physical options 1

Anfield Road stand wheelchair spaces

- Introduce new elevated wheelchair platform for away fans
- 24 wheelchair spaces provided for away fans
- Companions behind due to space constraints
- Level access from Main Stand corner with dedicated WC facilities and at seat service
- Modular construction overlaid on existing terrace, so can be partially deconstructed when less away fans attend Anfield
- Would be partially removed if Anfield Road was expanded
- Existing wheelchair spaces become home positions
- Segregation line under review


Street View
Standard Chartered
WARRIOR
EXIT
122
@WARRIOR_FTBL
Google

Recommended physical options 2

Centenary stand wheelchair spaces

- New platforms to rear of lower tier
- 40 external wheelchair spaces, flexible arrangement with 2 spaces allocated to hospitality fans
- Companions adjacent
- New lift access in centre of stand, new WC facilities and at seat service point close to viewing position
- Modular construction overlaid on existing terrace, so can be partially deconstructed if less than full demand
- Intended to be a permanent location for wheelchair users

Standard Chartered
@WARRIOR_FTBL
Google

LIVERPOOLFC.COM/STORE
OFFICIAL LFC ONLINE STORE
WARRIOR
Standard Chartered
Google

Recommended physical options 3

Main Stand wheelchair spaces

- Allocate 6 existing hospitality positions to GA on shared elevated platforms
- Revisions to platforms to back of lower tier to introduce stools for companions creates 2 new GA and 2 new hospitality positions in end boxes

Recommended physical options 4

Amenity and easy access seats

- Additional Amenity and easy access seating proposed to Kop, Anfield Road and Centenary stands. Main Stand has reasonable provision
- Kop provides best opportunity to add these types of seats with good access from level corner positions and access to WCs, so new seats are focussed to the front corners of the Kop
- GA/away in Anfield Road provided for

After recommended options complete

	Wheelchair Positions				
	GA		Hospitality		
	Pitch	Elevated	Pitch	Elevated	**Totals**
NMS	26	63		22	**111**
Centenary		38		2	**40**
Kop	52				**52**
ARS	36	24			**60**
Totals	**114**	**125**	**0**	**24**	**263**
Required	60	179	0	13	**252**
Shortfall (negative)	**54**	**-54**	**0**	**11**	**11**

	Acc Stad	Actual
Pitch	25%	48%
Elevated	75%	52%

	Amenity Seats					Easy Access Seats				
	GA		Hospitality			GA		Hospitality		
					Totals					**Totals**
NMS	27		16		**43**	30		16		**46**
Centenary					**0**					**0**
Kop	71				**71**	55				**55**
ARS	21				**21**	34				**34**
Totals	**119**		**16**		**135**	**119**		**16**		**135**
Required	119		7		**126**	119		7		**126**
Shortfall (negative)	**0**		**9**		**9**	**0**		**9**		**9**

Summary

- Long term plan delivers Accessible Stadia requirements
- Main Stand went a long way towards meeting Accessible Stadia
- Proposed improvements in 2017 will achieve Accessible Stadia required number of accessible seats
- LFC have been rated top PL Club for experience and service for disabled people for the last four years
- LFC are developing an access improvement plan to further enhance the experience for disabled people visiting Anfield

Other improvements in place

- We have agreed a process whereby our stewarding team will facilitate guide dog spending on request
- We have delivered Makaton training to customer facing staff
- Matchday staff receive an induction and orientation of Anfield including location of accessible facilities