



Annual Report

2009-2010

31st August 2009 to 30th June 2010

Sponsored by:



'A Place for Every Football Fan'



Centre for Access
to Football in Europe

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Introduction - A Place for Every Football Fan

In August 2009, UEFA generously donated its Monaco Charity Award to extend the excellent work of the UK based National Association of Disabled Supporters (NADS) to establish a new Europe-wide charity called CAFE, Centre For Access To Football In Europe. CAFE is a registered charity created to ensure disabled supporters across UEFA's 53 member associations can enjoy a football match as a problem-free experience.



CAFE's aim is inclusivity and equality of experience. And, because football embraces diversity in all its forms, CAFE is working with the football family to raise disability awareness more widely throughout Europe. CAFE is building on the excellent work started by the National Association of Disabled Supporters (NADS) in the UK. NADS worked alongside UEFA and host stadia, for EURO 2008 and the 2008 and 2009 Champions League Finals, advising on improved accessible facilities and services.

Significant improvements so far have included: additional wheelchair-user spaces and enhanced amenity seating, audio-described commentary for partially sighted supporters, accessible toilets and refreshment areas, dedicated disabled liaison officers at each match, accessible transport and drop-off points and clearer information about access to the Finals. This is vital and progressive work but there is still much to do. CAFE means to bring about such changes at stadia and matches across Europe.

Football has proven itself an excellent ambassador for change in other areas of diversity such as combating racism, with positive outcomes in countries with a previous history of inequality and abuse.

There is no doubt that football can do the same for disabled people in Europe. Many disabled people still feel excluded from their communities, rarely leave their homes, and are not empowered to contribute fully to the workforce and wider society. As a result many disabled people may have low self esteems and can feel very isolated.





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Welcome from the Chairman - David Bernstein



'It is a great pleasure & privilege to be presenting my Chairman's Welcome as part of our first Annual Report. To be part of the incorporation & development of CAFE has been an unusual & rewarding experience.'

A great deal of progress has been made in this first year, the pace of which has only been possible as our organisation has the benefit of the experience accumulated in the UK by the National Association of Disabled Supporters (NADS), which has been carrying out similar work for many years.

We have the beginnings of a European structure in place and I pay tribute to the outstanding work being undertaken by these dedicated people.

The Annual Report gives details of the extent of the tasks we are undertaking and of our team, and I will not repeat these here. We have an excellent group of trustees, advisors, ambassadors and staff who are making a real & needed impact. My thanks to all concerned for their commitment to this important cause. I must pay a special tribute to our Managing Director Joyce Cook. Her energy, expertise & dedication are incredible. Without her CAFE would not have got off the ground. She deserves our heartfelt thanks.

The funding to enable all this to happen has come from UEFA. They have been unstinting in their support. One of our key tasks for this year is to obtain additional finance to match their generosity.

A good first year but we are only at base camp. We have many mountains to climb & peaks to conquer. The journey has only just begun.'

With Best Wishes,

David Bernstein, CAFE Chairman.



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Meet the Team - Board of Trustees

David Bernstein

Chairman of Board of Directors and Trustees

As the former Chairman of Manchester City Football Club, David has vast experience in the business of stadia. Under his leadership the club enjoyed its most successful period in recent years including a move to the City of Manchester Stadium and financial stability.

As a Director of the Wembley National Stadium Board for 5 years, David played an integral role in the successful delivery and opening of the fully accessible stadium and in June 2008 he was appointed Chairman. David is also Chairman of Blacks Leisure group plc, Orchid Group Limited and Sports Leisure Group Limited and is a Director of Ted Baker plc. He is President of NADS (the National Association of Disabled Supporters).

Joyce Cook

Managing Director and Trustee

Chair of the National Association of Disabled Supporters (NADS), a UK registered charity representing disabled football supporters and providing guidance to other sports such as cricket, rugby and Olympics 2012. NADS was awarded the European Football Supporters Award for 2008 for its works for disabled supporters. Joyce is herself disabled and uses a wheelchair.

She has a good understanding of current progress on European stadium access guidance and technical reports. She travels extensively to matches across Europe with a resultant hands-on understanding of the many challenges for disabled supporters.

Joyce also sits on the London 2012 Olympic Delivery Authority's Built Environment Access Panel and is also advising LOCOG the management company of London 2012; has acted as a consultant to UEFA providing advice on disabled supporters requirements; written an advisory paper for the UK Sports Minister and given evidence to the UK All Party Parliamentary Football Group on behalf of disabled supporters and their issues.

She has been a guest speaker at equality and disability seminars talking about access to sports stadia and the issues and challenges for disabled people who wish to attend live sports. Joyce joined other diversity representatives as part of a panel of experts consulted on the development of sports strategy at the UK Equality and Human Rights Commission and is a member of the Inclusivity Advisory Group for the England 2018 bid team.

As CAFE's Managing Director, Joyce heads up the team responsible for the day to day management of CAFE and its projects.



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Meet the Team - Board of Trustees continued ...

Lord Richard Rosser of Ickenham

Director and Trustee

Lord Rosser was General Secretary of the Transport Salaried Staffs' Association from 1989 until his retirement in 2004, following which he was made a life peer later that year.

A lifelong football fan with a particular interest in the non-league game, he is also Vice President of the Ryman Isthmian Football League and a member of the All Party Parliamentary Football Group. Lord Rosser is a Non-Executive Director of the National Offender Management Service Board and has been a Justice of the Peace for more than 30 years. Lord Rosser is a NADS Vice President.

Chris Bird

Director and Trustee

Chairman of Bird Consultancy, a PR and Media management company, with clients operating across Europe; Chris founded Bird Consultancy in 1990, after many years in commercial radio and local and regional press.

His extensive experience also includes four years at Manchester City Football Club as Chief Operating Officer and Board Director. He has a wide range of other commitments within Manchester and the surrounding community and is Chief Executive of Sports Tours International, Non-Executive Director of JD Sports plc, and is Chairman of the Lord Mayor of Manchester Appeal. Chris is a NADS Vice President.

Darren Berman

Director and Trustee

A solicitor with extensive experience in the sports and commercial sectors, Darren has worked for a number of years in-house at both The Football Association and Wembley National Stadium Limited.

As Head of Legal and Corporate Affairs for Wembley Stadium from 2002-2009, he was responsible for legal affairs through the redevelopment and opening of the new national stadium.





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Meet the CAFE Advisory Group (Honorary)

The Board of Trustees is supported by a full CAFE Advisory Group of special advisors and ambassadors from across Europe including technical advisors, disabled football fans and representatives of national disability organisations and groups.

Each brings a wealth of experience to CAFE, advising us on disability, good practice, the built environment, accessibility and cultural aspects. As we continue our progress across the regions we expect this group to grow further. We have also recruited ambassadors from the world of football who have a special interest in the work we do. Ex-players, Danny Mills and Danny Wallace have personal experience of disability and are committed to supporting the challenges faced by disabled people wishing to lead fulfilling lives with truly inclusive and accessible communities.

Rosie Perkins - Bookkeeper

Rosie has thirteen years banking experience and is currently the Head of Credit for M&S Money, UK. She has a degree in Mathematics and Statistics from Exeter University, and has previously worked as a statistician within the Health Service.

Rosie is a keen football fan, travelling extensively across the world. Rosie acts as CAFE's Bookkeeper.

James (Jim) Froggatt - Technical Director

Jim is an architect who spent more than 20 years as an Inspector at the UK Football Licensing Authority. He is the author of the Accessible

Stadia Guide and editor of the Guide to Safety at Sports Grounds (Green Guide) with considerable experience both within the UK and overseas. He sits on a number of sports stadia guidance European working groups and advanced the CEN 315 technical report published in 2009. Jim is a NADS Vice President.

Danny Wallace - Ambassador

Danny is an ex-footballer, having played professionally for England, Southampton, Manchester United and Birmingham City before retiring early with the onset of unexplained injuries. He was later diagnosed with Multiple Sclerosis.

Danny has written an autobiographical book about his experiences of becoming a disabled person and has also set up the Danny Wallace Foundation to raise money for Multiple Sclerosis research. He is also an Ambassador for NADS and Kick it Out (anti-racism).

Danny Mills - Ambassador

Former England International, Danny Mills enjoyed a successful career playing for a number of Premier League and Championship clubs including Manchester City, Leeds United and Middlesbrough. Danny became a Patron of ASBAH - Association for Spina Bifida and Hydrocephalus in 2002 after losing his son Archie to the condition. Danny believes in equal access for everybody and it is with this belief and his strong influence in the world of football that he joined CAFE as an Ambassador to raise disability awareness and ensure equality of access to the game.



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Meet the CAFE Advisory Group (Honorary) continued ...

Maarten Luyts

European Partner Representative (Belgium)

Maarten works at Intro, a Belgian organisation that ensures the accessibility of music festivals and sport events, including football games, for disabled people. He has travelled around several stadiums in Belgium to review their accessibility and introduced a grandstand for blind and partially sighted people. Together with the Royal Football Union, Maarten organized training days about accessibility standards and legislation for all responsible for safety and security in football stadiums.

Jeanette Dodd

Disabled Supporter Representative

Jeanette is Secretary at NADS and a member of the Liverpool Disabled Supporters Association. She is a wheelchair user who travels extensively following her club and country in Europe and is a frequent visitor to the Czech Republic, with close family living in Prague. Jeanette works as a transport manager for her local council and adds her expertise of accessible transport to the advisory group.

Christopher Bray, Event Director

Fundraising and Events Honorary Officer

Christopher, as Event Director at MS Life joined the MS Society in 2004 having previously worked for Help the Aged and the Princess Royal Trust for Carers. He created and produced the inaugural MS Life Convention in 2006, the largest European event for people affected by multiple sclerosis (MS). He is also a member of the Community Outreach Team for the London Organising Committee of the Olympic Games and

Paralympic Games (LOCOG).

Gary Deards

Access and Stadia Development Advisor

Gary has been involved with the issues facing disabled football supporters since 1999. He has a pan-disability understanding of the many challenges faced by disabled people who follow football. He has a good understanding of access guidance and disability legislation and as Vice Chair of NADS, he leads its Stadia Development committee, a consultative group for all new stadia and stadia improvements. He has carried out user-led consultations to over 50 football clubs and their stadia. He brings his technical understanding and user-led knowledge of stadium accessibility to the Advisory Group.

Teresa Silva

European Partner Representative (Spain)

As founder and Managing Director of Fundacion Tambien, Teresa practiced sports, particularly air sports, until she had a paragliding accident in 1989 when preparing for the Austrian World Championship. As a wheelchair user, Teresa became aware of the difficulties that disabled people face when practicing sports. In April 1998, Teresa started adapted alpine skiing and got involved with several disability organisations before launching the Fundación También in December 2000. Since then, the Tambien Foundation has been working continuously to include disabled people in adapted sports. Teresa brings a vast knowledge of disability and the challenges in Spain along with her experience of accessibility issues in sports.



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Meet the Staff

Karolina Zaleska

Administration Manager

Karolina is fluent in Polish, English and Italian and has always been strongly connected with sport. After retiring as an international Finswimming athlete, Karolina joined the Polish Underwater Federation organizing local, national and international events before moving to Rome to work with the World Underwater Confederation (CMAS).

Karolina studied Public Health at the Academy of Physical Education and Sport in Gdansk, Poland and continued her education at the Rome University of Sport and Movement Sciences as a part of European student exchange programme, Socrates-Erasmus. Karolina completed her BSc and MSc degrees in the Sociology of Sport and Exercise at the University of Chester, UK and understands the potential of sport for tackling social inclusion and enhancing integration and equal opportunities and access.

Keith Ferguson

UK & Republic of Ireland Development Officer

For nearly fifteen years, Keith has been secretary of the Heart of Midlothian Disabled Supporters Club travelling extensively to matches in Scotland and across Europe. He is an ambulant disabled person (a bilateral lower limb amputee) and has a firsthand understanding of the many challenges that disabled supporters face.

Keith previously worked for the Citizens Advice Bureau and continues to act as an independent advocate for the Murray Foundation, a charity supporting people who have been affected by limb loss in Scotland.

Joining CAFE has enabled Keith to fulfil his ambition go further in supporting disabled fans and creating better conditions in football stadia across Europe. Keith reads Dutch and is currently learning French.

Elena Karpukhina

Eastern European Development Officer

Elena is from Russia and lives in Kiev, Ukraine. She is an official representative of the Krylya Sovetov fan club in Europe and in 2008, after moving to Ukraine, Elena was granted the Cup for contribution to fans' initiative in Ukraine. CAFE has given her an opportunity to make her hobby become her profession.

Elena previously worked as a Corporate Communications Manager developing strong relations with mass media, business communities and associations that can influence public opinion and help to promote the interests and raise public awareness for disabled people. She is responsible for CAFE's development work and support in the lead up to EURO 2012 in Ukraine and Poland.

Why is good access so important?

It is recognised that supporting football and attending live matches is an integral and vital part of European culture and tradition. Football supporters are increasingly diverse and are becoming more and more representative of the wider multicultural European society. This naturally includes many more disabled people who wish to attend football matches. In addition, many football clubs and stadia provide activities and facilities outside of match days and are at the heart of local community life.



- There are more than 50 million disabled people living in the European Union alone - equivalent to the populations of Belgium, the Czech Republic, Greece, Hungary and the Netherlands combined
- Disabled people make up more than 10% of the population
- UEFA's extended European region includes 53 member Football Associations - that's 53 countries supported by CAFE
- One in four Europeans has a family member with a disability. Six Europeans out of ten know someone, in their close circle, who is a disabled person. People with reduced mobility represent more than 40% of the population
- 50% of all disabled people have never participated in leisure or sport activities. One third of the disabled population has never travelled abroad or even participated in day-excursions because of inaccessible venues and services
- 93% of Europeans express their desire to dedicate more money to the removal of physical barriers that complicate the lives of disabled people.

It's a big challenge, and people may wonder why this is important.



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Disability affects around 10% of the population with an estimated 100 million disabled people living within the wider UEFA geographical region. At least 500,000 are likely to be existing football supporters and they have the right to enjoy football in the same way as everyone else: the right to equal access.

As of yet, many disabled people have not been able to fully express or discover their passion for football or to share these unique emotions and experiences with their family and friends.

More and more disabled supporters want to travel to football matches and as provisions improve, they will feel they can attend major tournaments such as EURO 2012 alongside their fellow supporters.

The importance of our work cannot be underestimated. CAFE fully understands the impact that attending a live match can have on a disabled person who may feel truly included for the first time and be empowered by this experience.

Disabled people often describe a new found sense of well-being and self-confidence and we have many testimonies of disabled people who go on to develop life-long friendships, find life partners, get involved in other social activities and find the confidence to seek employment and live more independently.

All of this can happen because someone is able to go to a game of football!

In addition, the local football community gains a greater understanding of diversity with football stadiums reflecting the wider and inclusive society that they serve.



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Influencing change and promoting good practice

European Committee for Standardization (CEN)

CAFE is co-operating with various organisations and governing bodies such as The European Committee for Standardization (CEN) to ensure a more uniform European wide approach to building standards and good practice for new and existing sports stadia.

The recent CAFE Information Note 1 published by CAFE with the ground breaking cooperation and permission of CEN and its 30 EU members in support of Technical Report CEN/TR 15913:2009 - "Spectator facilities - Layout criteria for spectators with special needs" - is testimony to this commitment.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

More information about this important European technical guidance can be found at:

http://cafefootball.eu/advice_and_guidance.html

or by contacting CEN via:

<http://www.cen.eu/CEN/aboutus/Pages/default.aspx>





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“Design for All” - European Commission and Mandate 420

Europe is promoting a “Design for All” approach to the built environment so that buildings and public spaces are readily usable by as many people as possible and accessible to all. Despite the diversity in the specific technical solutions, at a functional level disabled people have similar accessibility requirements across Europe. This work is being progressed through the European Commission and Mandate 420 with CEN as a key partner.

Moreover, accessible built environments are economically attractive; functionally they are more flexible and the infrastructure more sustainable as there is less need for expensive adaptations at a later stage. Disabled people should be seen as valued customers with good access not only considered a moral issue but also good business sense.

Equal access is a basic human right and a fundamental pillar of social justice.

Social justice is about the acceptance of people as individuals and about access to fair and equal opportunity to participate fully in social life. A truly accessible environment is one where people are freely able to express their independence, and where all barriers to integration have been removed.

Traditionally, accessibility has been viewed as an issue related only to physically disabled people. However, research has shown that the actual percentage of people who require accessible infrastructures and services exceeds 20% of the population at any given time.

A barrier free environment is vital to ensuring an equal experience and opportunity for disabled people. Without good access the basic human rights of disabled people are compromised or removed and their right to expression and freewill immediately becomes more restricted. The barriers that affect disabled people may be physical, sensory, intellectual or attitudinal.



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CAFE Networking

CAFE acts as a consultant, friend and partner to all stakeholders sharing good practice and providing access advice and guidance. These stakeholders include UEFA as the governing body and its 53 member associations.

This year CAFE has provided support to national Football Associations and football clubs across Europe. CAFE is currently working with EURO 2012 and the Local Organising Committees in Poland and Ukraine to help to ensure a more accessible experience for local and visiting disabled fans and tourists during the tournament. Alongside this, CAFE has established key relationships with local disability Non Governmental Organisations (NGOs) and other interested organisations in the region helping to ensure a lasting legacy that stretches beyond football.

Moreover, CAFE works closely with various European bodies including co-operation Football against Racism in Europe (FARE), Supporters Direct in Europe and the Football Supporters Europe (FSE).

We provide a dedicated telephone, Skype and email enquires helpline for individual fans including disabled fans, their advocates and personal assistants, other disability and diversity networks and organisations and the football family.

Disabled Supporter Groups or Associations

An important aspect of CAFE's work is its direct support for disabled fans in helping them to set up their own user-led local disabled supporter groups or associations. This ensures that disabled people feel empowered to establish a direct relationship and to work directly with their own football clubs and governing bodies to continue CAFE's works at a local and national level.

By so doing, they in turn become self-advocates for promoting disability awareness and inclusion and in helping to improve access to football. To

this end, CAFE advises disabled supporters in setting up representative local and national pan-disability consultative groups and provides ongoing information and good practice examples on accessible football stadia.

This work is crucial to ensuring CAFE's sustainability and our ongoing support and mentoring to Disabled Supporter Groups often provides disabled people with new life skills and expertise that are transferable to employment opportunities and other aspects of independent living.



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In the first year, for this area of work CAFE has focused specifically in Scotland, Northern Ireland, the Republic of Ireland and Eastern Europe with dedicated regional Development Officers. We are now turning this attention to other regions in the wider UEFA Europe region. Please see our website for news about specific support in your region.



CAFE also works with national disabled supporters groups and disability NGOs to continue CAFE's work at a local level and ensure

that more disabled people are able to follow live football in legacy. CAFE is committed to pan-disability representation and ensures that the organisation is welcoming to all - A Place for Every Football Fan.

Regional CAFE Development Officers

CAFE has recruited a small team of Development Officers who are focused on key areas of work across Europe. This includes a dedicated Development Officer for Eastern Europe in the lead up to the EURO 2012 tournament.

Parts of Eastern European bring exciting new challenges with the historical development of this region rapidly changing the opportunities for disabled people who were previously mostly excluded. It is the perfect time to raise the issues surrounding good access and true inclusion for disabled football supporters as part of the wider

ambition to see more inclusive and accessible built environments in the region. With Poland and Ukraine hosting EURO 2012 there can be no better time to work with our partners in the region to ensure social change and access improvements that will ensure a more inclusive welcome for disabled visitors and local people.

Perhaps most importantly, we are building sustainable partnerships supporting a future where disabled people are naturally included in all aspects of life. This is possible by using the unique voice of football to break down the barriers and stereotypes.

In the last 12 months, CAFE has proved specific support in Scotland, Northern Ireland, the Republic of Ireland, Poland and Ukraine. We have been working with key partners in each of these regions as well as supporting our

colleagues in Spain and Belgium.



Our dedicated officers will continue to provide considerable support to these regions and in

addition we expect to increase support across Holland, France and Belgium over the next 12 months. It is hoped that with further funding, this level of support can be extended more widely.

Development Officers are pivotal to our project and in particular they provide support at a local level to help to improve access to football stadia and raise access and disability awareness among football supporters and society.



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CAFE Volunteers

Volunteers are a vital part of all that we do. They are essential to developing a sustainable future and provide practical support for CAFE's work. CAFE is establishing a growing number of volunteers from across Europe who primarily help us with translations.

Without our volunteers our work would not be possible and our website could not be fully accessible and multi-lingual in character. Moreover CAFE understands that Europe is multi-cultural, therefore our volunteers can help us in creating a better understanding of local cultures.

CAFE is planning to extend the existing team of volunteers in the coming year and if you would like to volunteer at CAFE please contact us at info@cafefootball.eu. The work we do is very rewarding and in turn we hope to provide volunteers with new life skills and/or experiences that can be helpful in their future careers and lives.

CAFE Website – a welcoming hub

CAFE has established a multi-lingual and fully accessible website which serves as a welcoming European hub. It connects disabled supporters and their advocates, our stakeholders and the wider disability community providing access and inclusion information and sharing all examples of good practice.

To date, our website is available in English, French, German, Polish, Portuguese, Russian and Spanish with further versions including, Italian and Ukrainian coming soon.

Our website includes information on access to European stadia, disability information, access guidance, help-sheets and support materials and links to CAFE partners and disabled supporter groups. Next year will see a new section providing detailed stadia access guides and an interactive zone for disabled supporters to share information together.

In addition, CAFE publishes regular newsletters sharing access and disability news, information and good practice examples for all its stakeholders across Europe.



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CAFE Financial Reports

CENTRE FOR ACCESS TO FOOTBALL IN EUROPE (CAFE) DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE PERIOD FROM 6TH JULY 2009 TO 30TH JUNE 2010

Incoming Resources	£	£
Award from UEFA*		130539
Bank interest receivable		27
Total Incoming Resources		130566
Resources Expended		
Wages & salaries	32117	
Employers NIC	2626	
Insurance	1513	
Travel & subsistence	13469	
Accountancy fees	1763	
Translation fees	1551	
Printing, postage & stationery	531	
Foreign exchange loss	37423	
Advertising	1673	
Computer expenses	7296	
General expenses	127	
Subscriptions	100	
Bank charges	94	
		100283
Net incoming Resources for the period		30283

* To assist and support CAFE in the meeting of its objectives the charity was awarded a grant of Euros 660,000 by Union des Associations Europeennes de Football ("UEFA") for a period beginning on 31st August 2009 and ending on 30 June 2013.



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Testimonials

'The UEFA Executive Board is delighted to be able to support this year's Monaco Award winner. The CAFE project highlights the importance of social inclusion for all fans including disabled fans. We wish the Centre for Access to Football in Europe every success in its ambition to see equal access to all football stadia across Europe.'

Senes Erzik - 1st Vice President and Chairman of the UEFA Fair Play and CSR Committee

'Disabled people have as much right as non-disabled people to follow and enjoy watching their favourite sports. CAFE, with the welcome support of UEFA, will work to ensure that the requirements of disabled football supporters receive equal priority to those of non-disabled supporters, and that this becomes the accepted norm across Europe'.

Lord Richard Rosser - Vice President Ryman League and CAFE Trustee

'I am so pleased to be a part of CAFE. Since being diagnosed with Multiple Sclerosis 14 years ago, I've discovered firsthand how difficult access can be. I firmly believe that disabled supporters should have equal rights to everything in a football ground and should be able to sit and mix with their own fans. Basically they should be able to watch a game in a more positive and comfortable way. We're going to be busy at CAFE.'

Danny Wallace - CAFE Ambassador and ex-player Manchester United and England



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A special thanks to our key supporters

Legal Advice

Bevan Kidwell

113–117 Farringdon Road, London, EC1R 3BX, UK

www.bevankidwell.com

PR and Media

Bird Consultancy Limited

New Church House, 34 John Dalton Street, Manchester M2 6LE, UK

www.birdconsultancy.co.uk

Accounting

Bright Grahame Murray

131 Edgware Road, London W2 2AP, UK

www.bgm.co.uk

Travel Advice

Sports Tours International

91 Walkden Road, Walkden, Manchester, M28 7BQ, UK

www.sportstoursinternational.co.uk

CAFE Society Founder

Andrew Shaw

... And finally, thank you to our growing team of CAFE advisors and volunteers.



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Alternative accessible formats of this document
(such as large print and audio copies) are available on request

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