



SENSORY ROOM SAFEGUARDING PLAN

Introduction

Arsenal Football Club (the Club) is passionate about improving stadium facilities and making attending the stadium an inclusive experience for all those with access requirements. Arsenal's Sensory Room was opened in September 2017 to create a safe and secure environment for our supporters with sensory processing needs to attend games and enjoy their experience at the Emirates Stadium.

What is the Sensory Room

The Sensory Room is a specially designed match viewing room that offers a full, unrestricted view of the pitch, behind soundproof glass. The Sensory Room provides a quiet and controlled environment to watch the game. There is also a separate Sensory Space with a range of specialist equipment to assist those using the room.

The purpose of the Sensory Room is to support children and adults with sensory processing issues to interact with the game in a safe and secure space, which builds up confidence to engage with the wider football environment.

Who is the Sensory Room for

Some supporters may find some aspects of the match day experience challenging, especially during a first visit. The Sensory Room is for children and adults who may have increased anxiety about attending games, additional learning needs, developmental disabilities, or sensory processing issues.

Arsenal welcomes families to use our Sensory Room. The Sensory Room can facilitate up to 12 people, or three families at a time, with each family group size limited to a maximum of 6 people.

Availability

The Sensory Room is available for all fixtures at the Emirates Stadium and is subject to availability. Unfortunately, we are unable to accommodate families who have not pre-booked on match day due to availability of space in the room. The facility is also available to be used on non-matchdays by Arsenal in the Community, local schools, and disability groups.

The Sensory Room is open and fully staffed 120-minutes prior to kick-off, during the game, and up to 60-minutes after the final whistle. Arrival time will be at the discretion of each family after discussion with the Disability Liaison Team.

Location and Access

The Sensory Room is located on Level 1 (Club Level) and is accessible via the Media Entrance. Upon entering the stadium, supporters will need to proceed to Level 1 (Club Level) which can be accessed via Lift R/S. The Disability Liaison Team staff will greet guests upon arrival.



Staff Roles and Responsibilities

The welfare of our Sensory Room guests is always of primary concern and staff are required to co-operate using a multi-disciplinary approach to ensure their safety and wellbeing. The following guidance must therefore be adhered to:

- Each child or adult using the Sensory Room is to be cared for by their Parent/Carer/Personal Assistant who will be required to adhere to our policies and guidelines.
- The Disability Liaison Team will provide initial contact for families, process requests, tickets, parking and provide all information on accessing and using the Sensory Room.
- All staff working in the Sensory Room must have minimum compliance requirements, including, but not limited to an enhanced DBS, First Aid Training, and enhanced safeguarding training.
- Staff should not take any child to or from the toilet - all toilet runs are the responsibility of the child's responsible adult.
- Staff should not facilitate any medication or medical care to any guest.
- Information relating to the guests' individual needs should be shared with all relevant staff prior to the event.
- Staff to respond to all non-medical needs to ensure that guests are safe, comfortable and that they enjoy the Sensory Room experience.

Guest Roles and Responsibilities

Sensory Room guests are expected to follow Club guidelines whilst they are using the Sensory Room to ensure that all agreements and expectations are fulfilled to safeguard all parties. Guests are expected to:

- Adhere to the instructions of Arsenal FC staff and stewards at all times.
- Parents/Carers/Personal Assistants are fully responsible for their child or family member whilst at the Emirates Stadium (staff are there in a supervisory role only).
- Parents/Carers/Personal Assistants to administer any required medication or medical assistance.

- Parents/Carers/Personal Assistants to escort guests to the toilet at all times.
- Guests are to understand that the room is a conduit to general seating and are therefore encouraged to access general seating as and when appropriate.
- Share any information relating to the needs of the guests to enable staff to provide an experience that meets the individual needs of each guest.

Medical Matters

All Parents/Carers/Personal Assistants are to provide and fulfil any medical requirements throughout the game. In the event of a medical emergency, contact to be made to the Control Room for emergency medical assistance.

Drugs and Alcohol

The Sensory Room is subject to the same ground restrictions as general seating areas and therefore, alcohol, smoking or vaping is prohibited in the Sensory Room, and supporters will be searched upon entry. The Club reserves the absolute right to refuse entry to the ground or eject anyone from the ground who fails to comply with Ground Regulations.

Sensory Room Management

The Sensory Room is managed by the Disability Liaison Team. Two members of the Disability Liaison Team and a steward will be present at all times and will report directly into the Disability Access Manager.

Further Information

For further information on the Sensory Room please contact the Disability Liaison Team by emailing fanservices@arsenal.co.uk or submit a query via our [Enquiry Form](#) or call the team on 0207 618 5000 (Option 2) Monday to Friday 9.30am – 5pm, and on match days.

Sensory Room Key Contacts

- Aaron Heskins, *Disability Access Manager* – Aheskins@arsenal.co.uk / 0771 608 4306
- Jacquie Pollard, *Disability Liaison Officer* – JPollard@arsenal.co.uk / 0778 389 4461
- Luke Howard, *Accessibility Coordinator* – Lhoward@arsenal.co.uk / 0771 832 1163

Safeguarding and Reporting

Arsenal FC is committed to safeguarding and protecting children, young people and adults at risk and accepts full responsibility for the safety and welfare of all children and young people who engage with the Club. The welfare of children and young people is of paramount importance and all children and young people have a right to be protected from abuse regardless of their gender, race, disability, sexual orientation, religion, belief, or age.

Safeguarding is everyone's responsibility. Arsenal FC operates in line with Arsenal Football Club's 'Safeguarding Children & Young People Policy' which can be found on the Club website: <https://www.arsenal.com/safeguarding>

There is a Designated Safeguarding Officer on duty on any match day or event. Staff are expected to report any safeguarding or welfare concerns to the duty Designated Safeguarding Officer via the Control Room immediately, who will respond and report the concern as appropriate, with emergency services contacted if required. All staff must follow Club protocol regarding reporting a safeguarding concern.

Safeguarding Contacts

- Michael Hagan, *Head of Safeguarding* – Mhagan@arsenal.co.uk / 0780 198 8346
- Laura Munson, *Safeguarding Manager* – Lmunson@arsenal.co.uk / 0772 172 0167
- Arsenal Safeguarding Team Inbox – safeguarding@arsenal.co.uk

Reviewed: October 2024

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