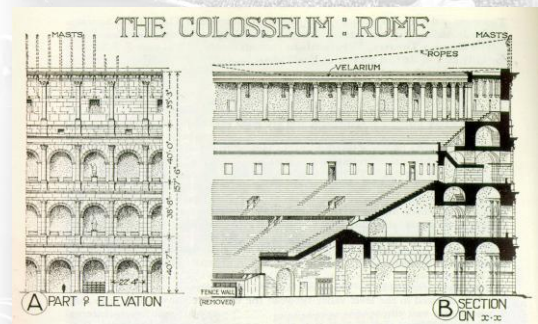


Crowd Control and Safety: Three Lessons From European Football

Professor Steve Frostdick



Three Lessons

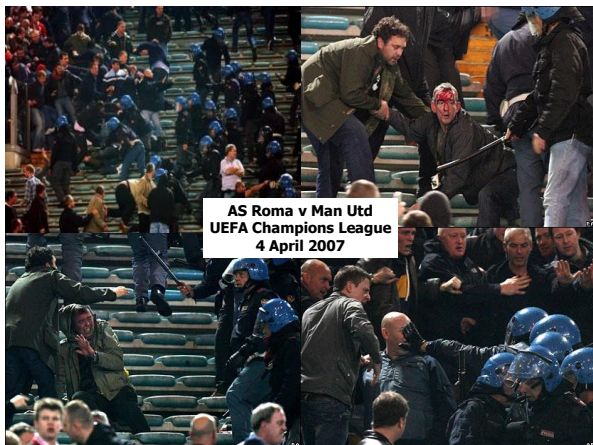
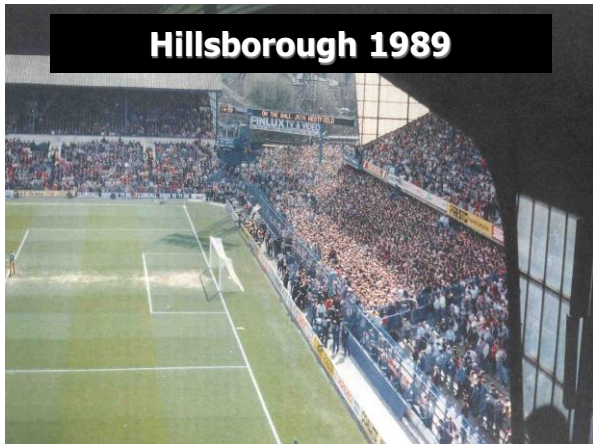
- **Safety** and **Security** in Balance
- Making a Success of Stewarding
- 'Friendly But Firm' Policing Style

Safety and Security in Balance

'Safety' and 'Security'

- Structures
- Capacities
- Ingress and Egress
- Crowd Behaviour
- Contingencies
- Stewards
- Crime
- Terrorism
- Public Order
- Major Incidents
- Public Police
- Stewards

The wrong Security can be bad for Safety



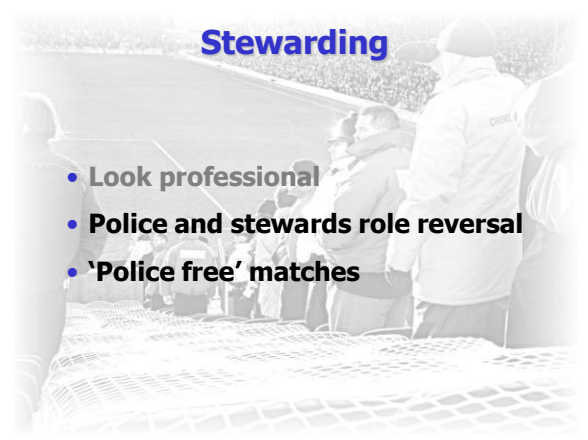


Making a Success of Stewarding



Stewarding

- Look professional



Stewarding

- Look professional
- Police and stewards role reversal
- 'Police free' matches



Stewarding

- Look professional
- Police and stewards role reversal
- 'Police free' matches
- 'Away' stewards
- Safety and Security stewards
- Training and Assessment

Training and Assessment

- Learning Platform: Eight Training Modules
 - General responsibilities
 - Maintenance of a safe environment
 - Response to spectators
 - Emergency aid
 - Basic fire safety awareness
 - Contingency and evacuation plans
 - Dealing with racism and disability discrimination
 - Conflict management
- Assessed for Level 2 National Qualifications
- Security Industry Authority Licences



Policing Style

'Policing Style' is Important

- Making a Success of Stewarding
- Consistency
- Outside affects inside
- Excessive policing undermines successful stewarding





'Policing Style' is Important

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The wrong Security can be bad for Safety

Evolution in Policing Style

- Focus on 'hooliganism'
 - Indiscriminate and disproportionate
- Hypothesis after Euro 2000
 - Problems in Belgium
 - No problems in the Netherlands
- 'Friendly but Firm' policing
- Experiment at Euro 2004
 - Problems in rural areas/small towns
 - No problems in the cities

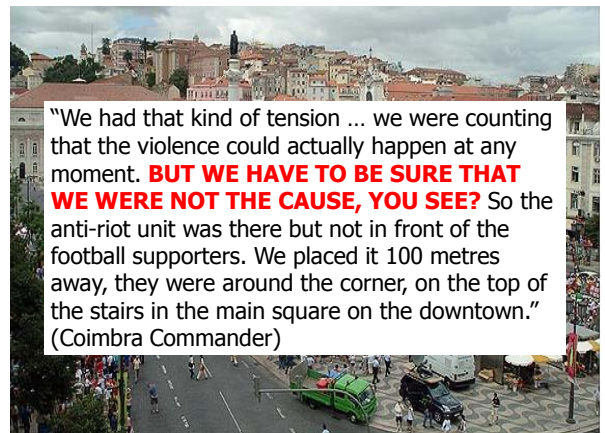
Stott and Adang (2005)

- "Particularly forms of police intervention into a crowd which are understood as illegitimate and indiscriminate increase the likelihood of crowd members understanding conflict with the police as acceptable and those who engage in conflict as common ingroup members "

In Other Words ...

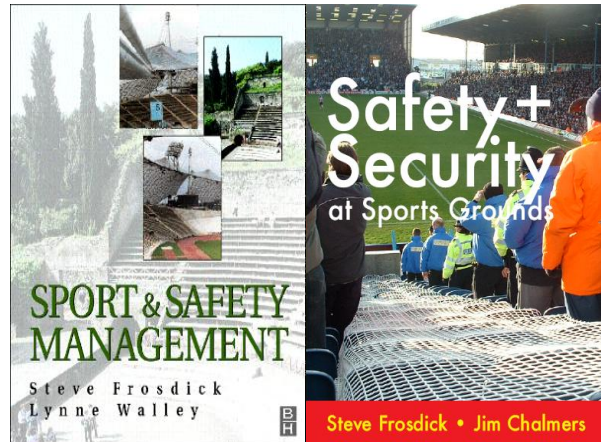
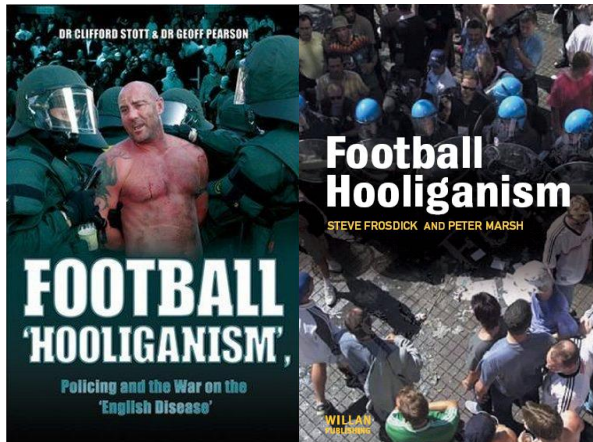
- Aggressive policing can cause trouble
- The 'friendly but firm' policing style encourages self-policing and reduces the security and safety risks

Dr Clifford Stott and Professor Otto Adang
Crowd Dynamics, Policing and 'Hooliganism' at 'Euro2004'
Research Report for the Economic and Social Research Council



- **Intelligence-led**
 - Known 'risk' fans
 - Fan's background culture
 - Applied to local context
- **Facilitation**
 - Control known hooligans
 - Legitimate and lawful intentions
- **Communication**
 - Positive interactions
 - Limits of tolerance
 - Nature of the situation
 - Intention of police deployments
- **Dynamic risk assessment**
 - Behaviour, not reputation
 - Validating the risk
- **Differentiation**
 - Targeted
 - Not indiscriminate
- **Proportionality**
 - 1 Normal policing
 - 2 Low impact intervention
 - 3 Larger intervention
 - 4 Riot squads
- **Visiting Police Forces**
 - Intelligence
 - Hooligans
 - Fan culture
 - Communication
 - Risk validation
 - Early intervention

- ### World Cup 2006
- **1999 EU Handbook Amended 2005**
 - Dynamic risk assessment
 - Police tactical performance
 - **Federal versus State Policing**
 - **Frankfurt and Nuremberg**
 - Knew 'high profile' could provoke
 - 'Friendly but firm', but too tolerant
 - **Stuttgart and Cologne**
 - 'All or nothing'
 - High profile and indiscriminate



- ### Three Lessons
- **Safety and Security** in Balance
 - **Making a Success of Stewarding**
 - 'Friendly But Firm' Policing Style

- ### Safety Challenges
- **Successful Stewarding in Italy**
 - **Policing Style in Italy**
 - **Stewarding in South Africa 2010**
 - **Policing in South Africa 2010**
 - **Stewarding in Poland/Ukraine 2012**
 - **Policing in Poland/Ukraine 2012**