

Pitch Incursion plan



Burnley FC v Millwall FC

3rd May 2025

KO – 1230 hrs

Categorisation – HIGH

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1 Information

1.1 - The Fixture

Burnley FC host Millwall at Turf Moor, KO 1230 hrs.

Burnley have had a good season and currently sit in second position - if they win and Leeds draw or loose, they will win the Championship title. If Leeds win, then highly likely that they will be promoted as Champions and Burnley will be promoted as runners up.

Millwall have an extremely good finish to the season and sit in seventh position - as such, a win for them means they could potentially secure a playoff spot, but this will also depend on other results around them.

As such this is a critical game for both clubs and tensions will be very high.

This plan is additional to the Operational Match Day order which details the overall approach to managing the fixture - this document focuses purely on the risk/threat associated with a pitch incursion.

There is no known local rivalry between the clubs – however, graded intelligence has been received by the Police which indicates that there is an historic grudge between risk fans, and that should Burnley fans enter the pitch at the conclusion of the game, then Millwall risk fans will look to enter the pitch to engage in disorder – see threat/risk assessment below.

As at 29/04/25, away sales stood at 2283 sell out – this has taken the club and Metropolitan Police Football Officer by surprise who not many weeks ago were expecting around 700 to travel. This is a clear indication of the importance of the fixture to Millwall fans.

The game will be shown on Sky Sports +.

An overall attendance of around 21 000 is anticipated.

The risk/threat around this fixture was initially assessed as LOW. This was upgraded to MEDIUM based upon the importance of the fixture and information/intelligence.

However, on 30/04/25, based upon further intelligence, the fixture was again assessed by the Police and it has been upgraded to **HIGH** - see threat assessment below.

Based on the above, there has been an SPS request of the Police – the police will support the operation with a Command team in the control room together with a large number of Police resources. This will see:

- 1 x PSU (3 Sergeants and 21 Constables) deployed in the Barnfield Stand from the opening of the turnstiles
- 1 x PSU (as above) deployed into the ground to support phase 2 and phase 3
- 1 x Evidence gathering team

- 4 x Spotting teams

There will also be a large presence outside the ground made up of Public Support Units x2, Mounted, dogs and further Evidence Gathering Teams.

ALL four stands in use today – Bob Lord, Jimmy McIlroy, North Stand, Barnfield Construction.

This plan will be shared with the EFL, Match Officials, SGSA, Lancashire County Council and visiting club Millwall.

A briefing has been arranged for Millwall representatives, the EFL and match officials on the 2nd May 2025 where BFC will share the intelligence/information and operational plans.

1.2 – Expectations

There is no local rivalry between these two clubs, but as stated above this is a critical fixture for both sides and it is understood that there is an historic issue between the risk supporters.

At the Sheffield Utd fixture on the 21st April 2025 Burnley won promotion to the Premier League and a pitch incursion occurred of around 800 to 1000 people. This has resulted in an FA investigation and the club needs to submit all information to the FA by the 13th of May 2025.

There is a threat that should BFC win the game and be promoted as Champions that home fans will again seek to enter the playing area.

Whilst it is noted that the vast majority of home fans will do so in celebratory mode, this does not lessen the risk towards players, officials, non-players and coaching staff and BFC has developed plans to take all reasonable steps to prevent this occurring again.

We will take all reasonable steps to prevent an incursion taking place, but if it does occur deal with it swiftly and robustly **(see method below.)**

In terms of the Millwall fans, the Police have received graded intelligence that has been disseminated to BFC and is in possession of the Safety Officer and Deputy Safety Officer.

In brief this INTL states:

- The 'Millwall Berserkers' (high risk group) have issues with Burnley and are travelling to the fixture

- Millwall are aware that Burnley may try to get on the pitch and if they do they will use this as an excuse to seek disorder
- A prominent risk nominal has just come off a football banning order and he will travel to Burnley with a large Millwall risk group with other prominent nominals
- These groups will travel on early trains from 0700 hrs in the morning
- There is potential for issues on the segregation line, especially if things aren't going Millwall's way
- If Millwall win they will be jubilant and over-zealous celebrating, some may try and get on the pitch
- If Millwall lose, they will be upset and react negatively to goading etc, if not dealt with, it could lead to disorder

This is a very brief resume of the ongoing intelligence stream which clearly indicates that a large group of Low, Medium and High risk nominals from Millwall are attending this fixture which heightens the potential for disorder as well as a pitch incursion.

The away DFO expects 150-200 LOW, 50-80 MEDIUM & up to 40 HIGH risk to attend this fixture.

As at 30/04/25 information was received that a well-known Burnley risk nominal had obtained 20 tickets for this fixture. He has been spoken to by the Police and confirmed that he had got 20 tickets for Lower North stand, Block 2. He also stated that the other attendees with him were:

- 8 Salernitana supporters from Italy
- 4 Heerenveen supporters from the Eredivisie in Holland
- The rest are referenced as 'faces we recognise as being old school risk'

As a result, the Lancashire DFO's view/opinion is that there will be a large Burnley risk group in Burnley on Saturday for this fixture.

Based upon the above intelligence and all the intelligence received to date, the Police have rescored the fixture on the matrix and they have raised the game to **HIGH risk**.

In addition, it is worthy of note that there are only 3 coaches expected – this is highly unusual for a large number of travelling fans and clearly poses potential issues post-match with over 2000 away fans leaving on foot and no coaches to act as barriers between home and away fans.

Any away fans who do arrive early at the ground will be directed to Burnley Cricket Club and then to make their way to the ground when the turnstiles open.

However, **of further note** is that there is a cricket match due to be played at Burnley Cricket Club, starting at 1230. This is a Worlsey cup match against a team from Middleton – it is thought that around 600 people will attend to watch this game but the attendance of

Millwall fans could cause issues. The Police are aware of this and liaising with the cricket club management.

Whilst this is a 1230 KO, it is still expected that heavy alcohol consumption will feature, increased by the critical nature of the fixture – alcohol consumption in general will have a negative effect on crowd dynamics, which could lead to potential crowd disorder/issues, either inside the ground or on the footprint, as well as Anti-Social Behaviour.

This alcohol misuse could also feature in people's misjudgement around encroaching onto the pitch.

There are 4 stands within Turf Moor:

- **Barnfield (West Stand)** – this will house both home and away supporters. There is a segregation line that will have a large stewarding presence within it as well as netting in between both sets of fans – this will stop any large objects being thrown across as well as act as a natural barrier.
- **North Stand** – low proximity to the pitch and therefore is easier to step onto pitch side
- **Jimmy McIlroy (East stand)** – family stand, and as above in terms of low proximity
- **Bob Lord (West stand)** – traditional stand with a large drop from the stand to pitch side

Whilst we need to anticipate that an incursion may come from any of these stands, the main ease of entry is from the North and East stands – this is due to the level of the stand with the pitch and the low wall which can be easily stepped over to enter the playing area.

Regardless of the result, BFC will be presented with a trophy following this fixture – this may be as champions or runners up - this will be coordinated with the EFL.

The presentation ceremony is planned to take place on the pitch, this will be followed by the players walking around the pitch to celebrate with fans, followed by a second walk around the pitch with their families and the back-room staff.

This will only take place when it is safe to do so and following any incursion should it have taken place.

1.3 - Threat Assessment

There is graded intelligence/information to heighten the risk of spontaneous disorder and Antis-Social Behaviour.

At this stage there is no intelligence/information to say that the risk groups have been in contact with each other to arrange planned disorder or anti-social behaviour.

There is intelligence/information from the Police to say that should Burnley fans enter the pitch, there is potential for Millwall fans to try and enter the pitch to cause disorder.

The club has been in regular dialogue with the Police and agreed the match categorisation which has been raised from **LOW to MEDIUM and now to HIGH.**

The Police have held initial, interim and final planning meetings and these have been attended by the club – the police are fully aware of the potential for incursion and have been involved in separate planning meetings with Steward managers to understand this pitch incursion plan.

The Police DFO has produced initial, interim and final intelligence assessments which have been shared with the club – these are in possession of the Safety Officer and can be shared on request. There are also a number of email updates on the updated intelligence that has been shared with the club.

Based on the intelligence received, the score on Police risk matrix has increased to 77 which equates to a HIGH fixture.

The overall threat assessment produced by the Police is:

PRE-MATCH (Phase 1)

The likelihood of pre-planned disorder is	LOW	MEDIUM	
The likelihood of Spontaneous disorder is		MEDIUM	
The likelihood of drunken anti-social behaviour is		MEDIUM	

DURING MATCH (Phase 2)

The likelihood of pre-planned disorder is	LOW	MEDIUM	
The likelihood of Spontaneous disorder is		MEDIUM	
The likelihood of drunken anti-social behaviour is		MEDIUM	

POST MATCH (Phase 3)

The likelihood of pre-planned disorder is	LOW	MEDIUM	
The likelihood of Spontaneous disorder is		MEDIUM	HIGH
The likelihood of drunken anti-social behaviour is		MEDIUM	

A threat assessment for pitch incursions has been completed as below – this is based upon the intelligence/information received from the police, the importance of the fixture to both clubs and their fans and consultation with the Police, internal club discussions and in consultation with Peers (Including the EFL).

Assessment of the threat of a pitch encroachment			
PRE-MATCH			
The likelihood of individual encroachment	LOW		
The likelihood of mass encroachment	LOW		
DURING MATCH			
The likelihood of individual encroachment		MEDIUM	HIGH
The likelihood of mass encroachment	LOW	MEDIUM	
AT THE END OF THE GAME			
The likelihood of individual encroachment			HIGH
The likelihood of mass encroachment			HIGH

Separate **risk assessments** have been completed for:

- Pitch incursion
- Overall Match Day
- Counter Terrorism

These are available to the Ground Safety Team and will be referred to where appropriate – copies have been supplied to the stewarding contractors and are available on request and can be provided when required. Each of these assessments are reviewed and updated for every event at Turf Moor.

1.4 Contingency planning

In addition to the three planning meetings held with Police, there has been a debrief of the Sheffield Utd fixture as well as three planning meetings, all held with the Deployment Managers from the stewarding companies operating on the match day **(The police have also been present at all of these.)**

The review of the Sheffield Utd fixture, and in particular the incursion that occurred, has led to the development of this plan which was worked through as a tabletop exercise and walk around of the pitch perimeter at Turf Moor.

As such the below was agreed with the stewarding companies and the Police:

- A significant increase in the stewarding resources for this fixture to do all that is reasonable to prevent an incursion
- A revision of the tactical plan to protect the players, non-players, coaching staff and officials
- A revision of the high-profile presence of stewards protecting the pitch – this will see stewards stood one metre apart all around the perimeter together with a thick rope to be lifted to act as a further physical deterrent in the final whistle
- Increase management and supervision with clear command and control protocols
- Specific deployments
- Areas of defined responsibility
- A significantly increased Police presence within the ground, with the main focus on the Barnfield stand where the Millwall and home fans will be situated

A separate contingency planning document for other eventualities is held by the Ground Safety Team – this has been provided to the stewarding contractors and all emergency services.

This document will be maintained within the control room and will be referred to by the Ground Safety Team when appropriate - included within this plan are the Emergency Evacuation procedures.

1.5 - Match Officials

Referee	Andrew Kitchen
Assistant Referee 1	Shaun Hudson
Assistant Referee 2	Blake Antrobus
Fourth Official	Richie Watkins
Observer	TBC
Coach	Colin Webster
PGMOL staff	N/A
Additional Video Assistant Referee	N/A

1.6 – Media

This event will be televised on SKY +

2. Intention

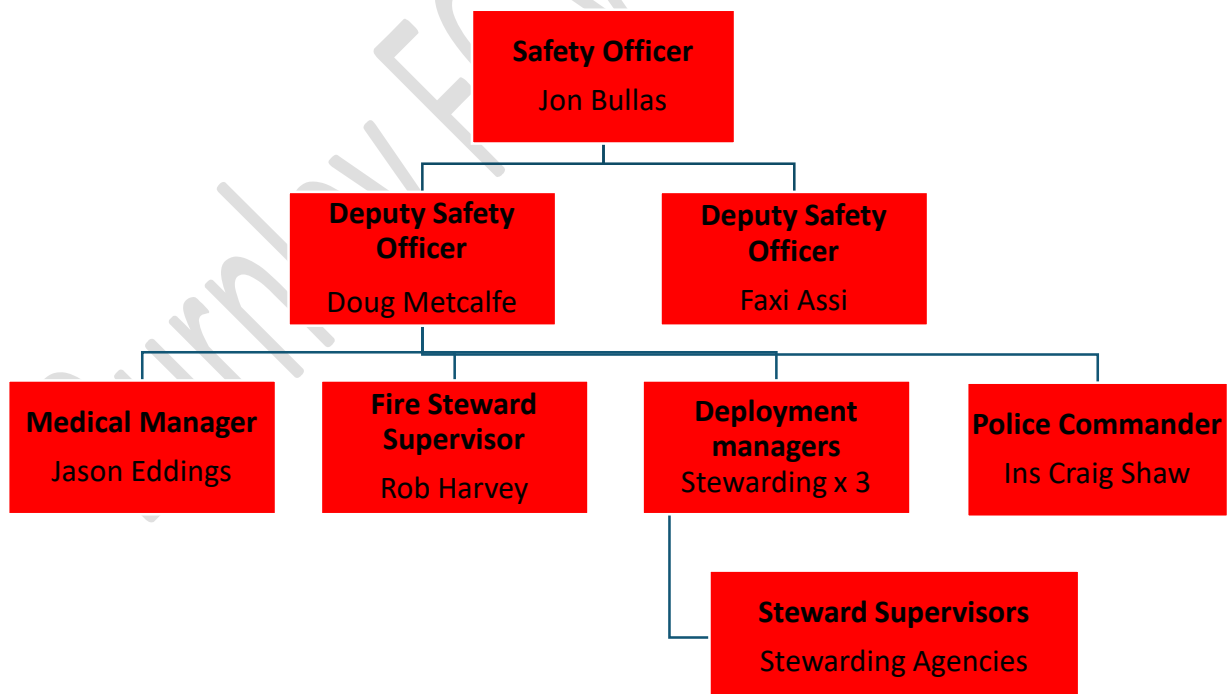
- To actively engage with all attendees at the fixture and provide excellent customer service

- To work closely with partner agencies to ensure a Safe and Secure event that complies with the Safety Certificate and Ground Regulations
- To ensure the safety of all players, officials and coaching staff
- Provide clear communication pre and during the fixture to all of the requirement not to enter the playing area
- To work closely with the Police to take all reasonable steps possible to prevent any pitch incursions
- To respond quickly to any incursions and remove persons safely from the pitch
- To liaise with the Police over criminal offences committed
- **To uphold the four licensing objectives listed below:**
- **Public Safety**
- **Prevention of Public Nuisance**
- **Protection of Children from Harm**
- **Prevention of Crime and Disorder**

3. Method

3.1 - Command Structure

The below Command Structure will be in place for this fixture and will be subject of Command Protocols detailed with the SO's Tactical Plan.



3.2 - Command Protocols

- The Command structure has been established as above and in the Operational Match Day order
- The Deployment Managers will develop operational plans in line with the 3 phases of the fixture - this will include planned deployments and contingencies around foreseeable events based upon the JDM
- Operational plans will include **Ground deployments, Pitch incursions, Hospitality (VIP) deployments, Fan Zone deployments, Coach operation deployments and the management of Zone X. (See the Match Day Operational Order)**
- All operational plans must ensure that staff action should not interfere unnecessarily with individual human rights and freedoms. All action taken should be proportionate, legal, accountable and necessary
- The Safety Officer will act as the direct liaison with all partners throughout the planning phase of the event - this will include the implementation of emergency contingencies
- All resources deployed within the football stadium and the immediate footprint will fall under the Command of **the Safety Officer Zulu 1**
- The Safety Officer will be supported by the managers identified with the Command Structure – Specific functions will include:
 1. **Zulu 2** – Dep SO – Player coach management, player arrival, fan coach management, traffic management including Zone X, control room support, briefing of Media/Broadcaster Match Manager
 2. **Zulu 3** – Dep SO – Operational ground support to the stewarding deployments and will **specifically oversee the pitch incursion plan and assist the deployments managers as below**
 3. **Zulu 4** – Deployment Manager, Compact – Barnfield Stand, Bob Lord stand and Accessibility stands. **Specifically, will:**
 - **liaise closely with the Police around the high-profile presence in front of the Barnfield Stand,**
 - **the management of the segregation line**
 - **the management of the players tunnel**
 - **Zulu 5** – Deployment Manager, G4S – North Stand, East Stand, Hospitality suites, Ticket office, Club Shop. **Specifically, will:**
 - **oversee the deployment of all stewards pitch side around these stands**
 - **will oversee the pitch incursion team which will protect all the players/ match officials/coaching staff and safely remove them from the pitch into the below bubble**
 - **will implement a bubble around the players dug outs**
 - **and will oversee any sweep of the playing area as required**

4. **Zulu 6** – Deployment Manager, Stadium TM – Turnstiles all stands, Coaching Operation, initial Pitch Side deployments, Fan Zone, Zone X
5. **Zulu 8** – Fan Experience

3.3 - Stewarding Operation - General

Please see the **Operational Deployment Plans** that detail the roles of each of the three stewarding providers in **Phase 1, Phase 2 and Phase 3**.

In brief:

- **Phase 1** – Briefings, stand sweeps, arrival and ingress of spectators to all parts of the stadium, road closure on Harry Potts Way and the management of coaches
- **Phase 2** – Static positions including exit gates, vomitories, players tunnel, players dugouts, press area, pitch side, accessibility stands, response teams (see separate response team deployments) and hospitality suites
- **Phase 3** - Egress and Dispersal of all attendees from the Stadium, safe embarkment of away fans onto coaches, sweep of hospitality areas, checks to ensure all spectators have left the stadium prior to standing down and **Stadium Close down**

All stewards should be aware of their duties/expectations and understand them. If they cannot perform these, they must consult the Stadium Safety Officer.

3.3 - Stewarding Operation – standard approach to pitch incursions

As at any fixture, the below are the expectations of stewards in general towards preventing pitch incursions:

- All stewards on perimeter duties on pitch side are briefed to scan the crowd for any incidents, events of concern, inappropriate behaviour, inappropriate chanting/comments etc.
- Where these are seen/heard, the steward should hold their hand up and report it to their supervisor
- These stewards are also deployed to act as a visible deterrent to people entering the playing area
- Should a pitch incursion occur, the stewards deployed on pitch side should not chase the offender onto the pitch
- **Any such incursion will be dealt with by a specially trained team of stewards who will be deployed by G4S as per the stewarding agreement with them**
- **These stewards are issued with appropriate footwear to enter the playing area**
- If there is a pitch encroachment, this should be relayed on the radio as – ‘runner - runner – runner’

- The incursion team will then immediately move onto the pitch and coordinate a safe stoppage and removal of the individual/s – they should be taken to the nearest corner and handed to the police
- If there are no Police officers deployed within the ground, the Ground Safety Team will either liaise with the Spotting Team if available on an OFO fixture – if there is no Police presence whatsoever, Police assistance should be sought by dialling 999
- Any force used should be reasonable, proportionate, legitimate and justifiable

3.4 – Stewarding operation – bespoke to this fixture

This plan could alter due to any changing/spontaneous circumstances that occur during the fixture – the plan also sits alongside the clubs' other contingency plans.

Overall command for pitch incursions will sit with the safety officer who will consult closely with the Police within the control room (see above command protocols)

It is recognised that the North and East stands, due to the low proximity to the pitch and low wall, can be easily stepped over and therefore a significant threat for an incursion.

However, the initial incursion at the Sheffield United fixture came from the home Barnfield stand which clearly illustrates that the incursion is a threat from all stands.

All exit gates at the side of the pitch will be robustly managed so that no entry can be made through them.

Phase 1 - pre match build up

The below stewards will be deployed directly after the briefings – they will stand pitch side and provide a visible presence to deter any person from entering the playing area whilst the players and coaching staff are warming up.

These staff will stay in these positions throughout the game – they will be SIA staff who will initially stand **2 metres apart**:

North Stand

- 52 x Compact SIA stewards
- 10 x G4S SIA Pitch incursion team

East Stand

- 33 x G4S SIA Stewards
- 8 x G4S SIA Pitch incursion team

Bob Lord

- 16 x G4S SIA Stewards (from the dugout bubble team – see below)

- 2 x Compact SIA Stewards allocated to the Red Zone

Barnfield Stand

- 33 x Compact SIA Stewards
- 5 x Compact stewards deployed at the yellow gates

In addition to the above stewards, Police Officers will be deployed in front of the Barnfield Stand – they will stand with the stewards in a Police/Steward/Police/Steward etc formation.

The Police resources will initially be:

- 2 x Sergeants and 12 x Constables
- 4 x spotting officers
- 2 x Evidence Gathering officers

The overall instruction to the stewards who will be deployed on the trackside around the 4 stands is to be a visible deterrent to prevent people entering the pitch – they will:

- Stand facing the crowd looking for signs of any person looking to enter the playing area
- Hold their arms out to the side to create a physical barrier
- Actively engage with fans who look like they are intending to step onto pitch side
- Raise their hand to attract the attention of a supervisor or verbally notify their supervisor should they see a gathering of people coming to the front to come over onto the pitch
- React positively to any obvious gatherings by shuffling together to create a tighter physical barrier

At this stage, there will be a number of other stewards who will be assisting with roles such as bag tags, soft ticket checks, Harry Potts coach line, queue management etc. that will be released for Phase 2 and go pitch side (See below)

Phase 2 – the game

Once the game has started the above resources will remain in place and all other resources to be deployed during phase 2 will be placed on standby in the 4 corners of the stand – this will include the 8 remaining G4S Pitch incursion/runners who will deploy 2 to each of the 4 corners of the stands.

The exception to this will be **Bob Lord** where the below staff will be deployed when released from Phase 1:

- 2 x Compact Stewards from bag tag
- 2 x Compact Stewards from queue management
- 2 x Compact Stewards from soft ticket check
- (3 x Compact Stewards from the vomitories **on the 85th minute**)

These staff will stand either side of the dug outs and supplement the 16 G4S staff already there.

85th Minute deployments

On the 85th minute, or where a swell of fans is noted with a clear intent to enter the playing area, the rest of the allocated resources will move to the pitch side and increase the numbers significantly.

These resources will be held on standby in the most appropriate corner of the ground (see below) and when instructed by control will move into position – the full resource allocation at this time is detailed below.

In terms of the **North and East stand**, the stewards deployed will fill in the gaps so that there is 1 metre between each Steward.

On standby in **the NW corner** will be:

- 21 Compact SIA Stewards by the tunnel

They will start to fill the gaps in front of **the North stand** from block 1 and work their way to the towards the halfway line. This will then see 47 SIA Compact Stewards deployed 1 metre apart, with the remaining stewards to be backfilled as below.

On standby in **the NE corner** there will be 33 stewards:

- 12 x Stadium TM Stewards from the turnstiles
- 4 x Stadium TM Stewards from turnstile ticket assist away
- 1 x Stadium TM from HP Car Park
- 2 x Stadium TM from soft ticket check
- **Response team 7** made up of 2 x SIA and 3 stewards for Stadium TM (the fan zone team)
- 8 x G4S stewards who will drop from the North Stand

These 33 staff will deploy from the NE corner in front of **the North stand** and fill the gaps working towards the centre circle and meet up with the 73 SIA stewards deployed from Compact – this will create an SIA/Steward/SIA/Steward etc. formation in this area.

At this point there will be **106 stewards** deployed in front of the **North stand**, 1 metre apart.

In addition, on standby in **the NE corner** there will be 24 stewards:

- 6 x Stadium TM stewards from the turnstiles
- 6 x Stadium TM SIA from **Response team 6**
- 6 x G4S from the Vomitories
- 6 x G4S SIA from **Response team 1**

On standby in **the SE corner** there will be:

- 9 x G4S SIA stewards

These 33 staff will deploy in front of **the East stand** from the corners and fill the gaps left in between the 33 G4S stewards already deployed – this will provide an SIA/Steward/SIA/Steward etc. formation

At this point there will be **66 stewards** deployed in front of the East stand, 1 metre apart.

On standby in **the SW corner** there will be 28 stewards:

- 13 x Compact SIA stewards
- 2 x Compact Stewards from vomitory alcohol checks
- 8 x Compact SIA Stewards from ticket checking
- 2 x Compact SIA from ticket check gates
- 3 x Compact SIA Stewards from search

These 28 staff will deploy from the corner in front of **the Barnfield stand** and fill the gaps left by the Police (see below) to stand with the other 38 Compact stewards already deployed – this will provide in the main an SIA formation.

At this point there will be **66 stewards** deployed in front of the Barnfield stand, 1 metre apart.

Police

Of note – on the 70th minute, the Police will deploy a further 3 serials into the ground and have them on standby in the NW corner and SW corners.

On the 85th minute, these officers will deploy pitch side at the same time as the officers already deployed with the stewards move to meet them and all will make their way to pitch side of the LED boards in front of the Barnfield – this will form a second line behind the Compact Stewards deployed in front of the stand wall.

As such, at this time, in addition to the 66 Compact Stewards deployed, there will be a second line of approx. 45 Police Officers in front of the Barnfield stand.

On standby in the **SW corner** will be **Response team 5** made of 6 Compact SIA stewards. On final whistle the 16 x G4S SIA deployed in front of the Bob Lord stand will deploy to form the protective bubble (see below.)

At this point the above **Response team 5** of x 6 will deploy in front of the Bob Lord stand which will leave 17 stewards deployed in front of the Bob Lord stand evenly spread either side of the bubble.

As such, at the 85th minute, the following deployments will be in place:

- **North – 105 stewards plus 10 Pitch incursion team/runners**
- **East – 66 stewards plus 10 Pitch incursion team/runners**
- **Bob Lord – 24 stewards (until the bubble deployment at full time, then 17)**
- **Barnfield stand – 66 stewards plus 45 police officers**

In total a pitch side deployment of 287 steward resources and approx. 45 Police officers.

The stewards deployed trackside are not to chase any people onto the pitch – the pitch incursion teams/runners deployed into each corner of the stadium will be tasked with safely detaining people and removing them, supported by the 10 in front of North and 8 in front of East.

The above deployments will be put in place by **Zulu 4 (Compact) Zulu 5 (G4S) and Zulu 6 (a) Stadium**– they will seek to evenly distribute SIA staff and Stewards.

The following must be performed by the stewards deployed pitch side when the game is in play – all stewards too:

- Sit on stools provided (except Barnfield and Bob Lord) or lie/sit on the ground
- Watch the crowd
- Report any concerns by raising a hand to alert a supervisor
- Deter any supporter identified as a possible pitch encroacher
- Stand up if a goal is scored
- Stand up if there are any prolonged stoppages in play
- Stand up if there is a sending off or controversial decision
- Stand up if a penalty is awarded
- Stand up at the half time whistle
- Stand up at the full-time whistle

90th minute – Use of Rope

8 lengths of 20 metre rope will be laid down in front of the North and East Stand.

At the 90th minute the stewards in front of these stand will stand up, pick the rope up and hold it across the line of stewards to create a physical barrier.

It is important that the supervisors and stewards are engaging at the first opportunity with fans to inform them that it is going to happen and inform them before it happens.

Player and officials' protection

A primary intention of this plan will be to protect the players, coaching staff and officials

Protective bubble – dug out

35 SIA stewards have been allocated specifically to form a protective bubble around the players dug outs (**See App A**)

During Phase 1 and Phase 2 this team will:

- Deploy **8 stewards** either side of the dug outs as a high-profile presence to prevent a pitch incursion
- This will be in addition to the **11 stewards** identified above
- The remaining stewards will be held on standby in the SE corner and SW corners
- On the 89th minute the remainder of this team will deploy pitch side in front of the Bob Lord stand either side of the dug out
- At full time this team will sprint onto the pitch and form a protective bubble around the dugout, containing all players, coaching staff and fourth official within it

Pitch Incursion team/runners

A total of 2 supervisors and 26 SIA stewards will form a Pitch Incursion/runners team.

This team will be issued with studded shoes/covers to ensure a rapid response to any incidents on the pitch.

During phase 1 and phase 2 this team will deploy:

- 10 x in front of the **North stand** as a second line behind the stewards deployed pitch side
- 8 x in front of the **East stand** as a second line behind the stewards deployed pitch side
- The remaining 8 evenly split between the 4 corners of the stands

This team will actively look to prevent any pitch incursions as well as respond swiftly to remove any person who enter the playing area.

At around the **85th minute 4 of this team** will be deployed as follows:

- 2 pitch side near to each of the touchline officials
- 2 on the dugout – one assigned to the fourth official and 1 to the referee

At full time these stewards **will immediately enter the pitch** and take responsibility for the **four officials**, together with the assigned official steward, and form a bubble around them. They will then walk them into the protective bubble around the dug outs and remain with them.

At the same time the **remaining 22 stewards and 2 supervisors** will:

- move quickly onto the pitch
- identify a player each
- secure the player and monitor their safety at all times
- as a unit this Pitch incursion team will monitor the players safety and walk them into the protective bubble as soon as feasible

It is recognised that there may be issues on the pitch that may mean that relationships between players have broken down – as such **5 x members of the pitch incursion team** will enter the bubble and provide a divide between the two dug outs.

It also needs to be recognised that the players and staff may well be celebrating a successful result and initially resistant of leaving the playing area, wanting to mingle and congratulate each other. This team of 22 stewards and 3 supervisors will need to engage with them, encourage them to leave whilst at the same time looking to maintain a bubble around them.

Once all players, coaching staff and officials are safely within the bubble, an assessment will be made by control as to the ongoing risk and threat.

Should there have been no pitch incursion, a message will be sent to **Zulu 3** to indicate that it is safe for the players, staff and officials to leave the pitch **via the players tunnel** – the pitch incursion team and bubble team will move off with them and ensure that a loose cordon is maintained around them.

The BFC players will be asked to leave the pitch immediately as they will be returning for a presentation and walk around to acknowledge the crowd.

However, the Millwall players may well want to acknowledge their own fans as it is the last game of the season – this should be facilitated if safe to do so by the pitch incursion team and managed by **Zulu 5**.

Contingency 1

Should there be a pitch incursion, the contingency will be to remove all players, coaching staff and officials from pitch side via the Bob Lord Directors box.

Contingency 2

Should there be a pitch incursion and the players refuse to go into the bubble:

- **Plan B** – the pitch incursion team will remove the players, coaching staff etc. and officials to the players' tunnel

Should the players tunnel be compromised:

- **Plan C** – the stewards will be instructed to remove the players and officials via the Southeast Corner under the control box, take them under the stand and await further instructions.

The above will be **coordinated by Zulu 3**.

Players Tunnel

This is a key area in terms of players and officials existing the playing area.

There will be 4 x Compact SIA Stewards monitoring this area throughout the game.

They will move onto the fringes of the pitch and protect the players and officials as they leave the pitch at half time.

Should there be no pitch incursion the players, coaching staff and officials will be escorted to the tunnel by the pitch incursion team and the dugout team.

Pitch Sweep

Should an incursion occur, the priority will be the protection of the players, officials and coaching staff – as above.

Once the above have been safely removed, a sweep will be made of the pitch which ensures that all who have encroached will be pushed back into the stands.

This will be managed and coordinated **by Zulu 5** who will use the Pitch Incursion team plus additional SIA stewards (**See App D**)

Once that has been completed, an assessment will be made by the Safety Officer as to whether resources can be systematically stood down, either to previous positions or into a standby position in all 4 corners of the stadium.

This standby position will remain until it is understood as to whether the players will perform a lap around the pitch to engage with the remaining fans.

Players re-enter for a lap of the pitch

A process has been agreed that will see the below:

- Players and coaching staff to return to the pitch once it is safe to do so
- The presentation of the Championship trophy or runners up trophy

- A walk around the pitch of the players
- A second walk around the pitch with players, coaching staff, immediate family and invited guests

Prior to this taking place, the risk and threat of a pitch incursion will have reduced significantly and there will be a celebratory type of atmosphere – however the following deployments will take place:

- Close Protection team to remain with the Manager Scott Parker
- All stewards pitch side to remain in situ but sat down so not to obscure the views of the crowd, but remaining vigilant to any attempt to encroach
- The **2 and 26 Pitch Incursion team from G4S** will remain pitch side and walk with the players and family (plus additional if required)
- This will be managed **by Zulu 5**

Once the players and families etc. have safely left the pitch area, the Safety Officer will start to consider a graduated stand down of resources.

Pyros/Flares

There is the possibility that any incursion could see fans entering the pitch area with ignited flares/pyro devices.

This clearly represents a risk to the fan holding the device as well as players, officials, staff deployed on the pitch and other fans etc.

The approach should be the same as when any other flare or pyro has been ignited within the stadium – please **see App H** which contains directions from the main operational match day order.

The guidance should be followed, and in addition:

- Control must be informed immediately, and CCTV footage will be captured of the offender
- The individual should be approached by a member of the pitch incursion team and from a safe distance told to make their way from the playing surface to the pitch side
- They should be instructed to place the flare on the ground, **but under no circumstances on the playing surface**, in a safe place and allow it to burn out
- Control will deploy fire stewards to deal with the device
- The offender should be detained and taken to the most appropriate corner of the ground
- The Police will be informed and asked to attend
- Depending on the prevailing circumstances, a decision will be taken following consultation with the Police as to whether the offender will be arrested (this will depend on how many people are being dealt with at that time and the potential impact on resourcing)

- If the offender is not arrested, full details must be taken, Police EGT will capture evidence of the offender as well as the device, and the offender will be ejected – if a season ticket holder, the ticket must be seized

Ball assistants and Flag Bearers

There will be ball assistants and flag bearers deployed pitch side during the game – all of these are above the age of 16, will have identifying bibs and accreditation.

There will be 2 pitch side supervisors at all times, and the overall management of the deployment will sit with Fan Experience Manager Jack Ormesher **(Zulu 8)**

Should a pitch encroachment occur or look likely, the team of ball assistants and flag bearers will be removed from pitch side, taken to the Northeast Corner and returned to the main office.

If this is not possible, the contingency will be to remove them to the nearest corner position where they will be supervised at all times.

In addition, their foot stools and matchday balls be collected from pitch side to prevent any equipment becoming a potential missile or stolen.

There will be no flags deployed in front of the Barnfield Stand.

Broadcasters

The fixture is being broadcast on Sky + – as such we will have a number of broadcast staff on site, as well as by pitch side.

The broadcasting teams/match managers will be briefed by Dep GSO Doug Metcalfe and Media Manager Ellis Lee pre-match and on the match day itself so that they are aware of the potential for a pitch encroachment, and it can be considered within their risk assessments.

The stewarding supervisors/teams will be briefed to pay specific attention to any broadcaster's pitch side and their equipment – should an incursion occur, the stewards will ensure that the individual and equipment is protected.

Whilst initially they will remain in situ, should the risk be heightened then the match manager will be consulted with a view to removing their staff to a safe place – this will be to the nearest corner position until the risk has subsided.

Photographers/Media

As above, these individuals may be pitch side when an incursion occurs.

The same principles as above will apply.

These individuals will also be briefed not to enter the playing surface should an incursion occur and that if they do they will be asked to leave immediately by the stewarding teams.

Safeguarding

There will be a safeguarding team of 2 supervisors and 4 safeguarding stewards deployed on the fixture.

This resource will be deployable via the control room to any concerns of safeguarding as a result of a pitch incursion – this will include children losing contact with parents/guardians, people becoming disoriented, people becoming distressed as a result of the game being halted etc.

Medics/First aiders

There will be a medical manager from NWS (Northwest Ambulance Service) and a manager from Norwest (first aid provider) in the control room.

Should an incursion occur, the Safety Officer will liaise with both managers as to the safest location to move their staff – this will more than likely be the nearest corner or the first aid room.

Police resources

SPS has been requested as this is a **HIGH-risk** fixture – There will be:

- A Bronze Commander in the control room
- Resources deployed within the stadium as detailed within this order
- A second Bronze Commander will be outside the ground, and they will have 3 PSU's (9 and 63 officers) plus mounted, dogs, Evidence Gathering Teams and secure vans

The safety officer will liaise throughout with the Bronze Commander in the control room and Police assistance will be requested appropriately to assist the stewarding operation. This will be dynamic on the day and in response to prevailing circumstances during the fixture.

The outside resources will be available for deployment into the stadium to provide further support should it be required.

Body Cams

The club has currently 6 body cams that can be utilised on this fixture. These will be issued to:

- Segregation line supervision x 2
- Zulu 4
- Zulu 5 and 2 x further G4S management team

These body cams will act as a deterrent to Ant-Social Behaviour as well as gathering best evidence.

4 Administration

4.1 - Supervisor Reports

- Supervisors must complete a supervisor's report on the **MY COMPLIANCE APP** detailing their key actions throughout their shift that include (as a minimum), Time, Positions, Staff Details, Incidents, Decisions, etc.
- Supervisors' reports should contain **thorough details** of any incident's supervisor become involved in
- Please bear in mind that these reports may be used in legal proceedings when completing them, including any civil claims against the stadium

5. Risk Assessment

Detailed matchday risk assessments have been carried out by the Safety Management Team (as referred to above) and are available for review on request.

This includes a **specific risk assessment for pitch incursions**.

6. Communications

6.1 - Personal Radios

- These will be issued to supervision or critical posts where no supervision is close by
- For prolonged messages, the control room should be contacted on an Emergency Telephone to keep the radio airwaves clear
- When using a radio, operator should pause for a second after pressing the push-to-talk button and then clearly relay the callsign, who they are talking to and pass a concise message

6.2 – Radio channels

Channel 1	Stadium Operations/Fire Stewards/Safeguarding/Norwest
Channel 2	Maintenance
Channel 3	Car Parks
Channel 4	
Channel 5	

Channel 6	
Channel 7	
Channel 8	
Channel 9	
Channel 10	

6.3 – Media and external communications

A key approach by BFC will be the external communications to fans/attendees around deterring them from encroaching on the pitch.

This will be led by **Sinead Kennedy-Peers the clubs Communications Manager** and link closely to the EFL's '**Love football, Protect the game campaign.**'

Key messages will be drafted and these will be released prior to the fixture.

Please **see App E and App F** for examples from this campaign

In addition to the above external communications, the below will be in put in place by the club **Marketing Manager Nissi Antwi** - there will be:

- PA announcements warning spectators not to enter the pitch – this will be done as part of the pre-game warm up and at key points throughout the game
- Big screen displays utilising the EFL campaign literature as well as messages warning people not to enter the pitch
- PA announcements stating that the players will not enter the pitch for a lap of honour should people not return to their seats
- LED message boards from the 85th minute
- Email to all season ticket holders in pitch accessible stand warning them not to enter the pitch
- Email to all fans who have bought a match day ticket in the pitch accessible stands

The above will be drafted into a media and comms plan.

The **BFC Fan experience team** will look to engage fully with fan groups/supporters' group to seek assistance in influencing people not to enter the playing areas.

Finally, the BFC Fan Liaison Officer will liaise with the Millwall SLO and agree key messages to be sent to Millwall fans attending.

6.4 Briefings and Debrief

Stewarding supervisors will be **on site half an hour earlier than normal** to be briefed by their respective managers.

A full briefing will then take place with steward supervisors - this will be delivered by the Safety Officer and will cover all aspects of the operational deployments, expectations, standards and the importance of fan engagement.

This briefing will provide a specific overview of the deployments contained within this pitch incursion plan.

The supervisors will then conduct cascade briefings to all their staff.

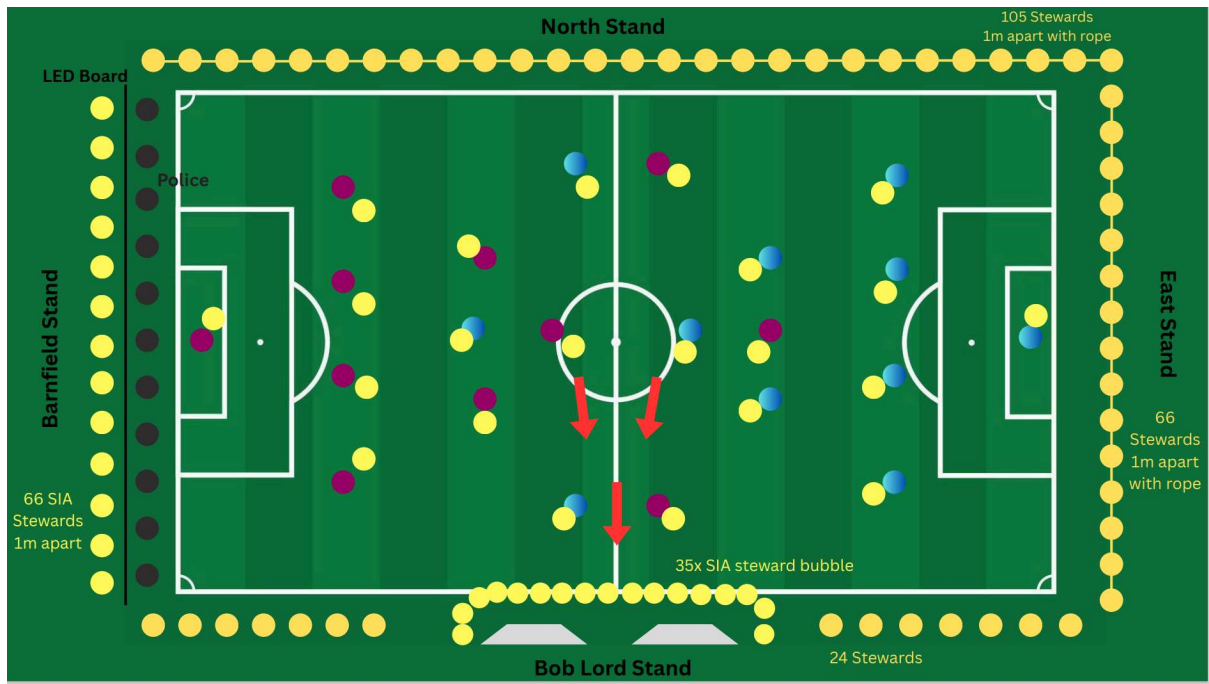
Following this, **Deputy Safety Office Faxi Assi** will conduct a briefing with the 2 and 26 pitch incursion team and the 35 SIA Dug Out Team. Within this he will be clear around:

- Deployments
- Geographical locations of responsibility
- The specific identification of the 4 stewards who will protect the 4 match officials
- The exit routes of the players
- The importance of swift and timely interventions

Between 1000 hrs and 1030 hrs, all staff who will be deployed pitch side will be shown the exact location of their deployment and exactly what is expected of them in the role.

The safety officer will brief the **match officials** on all aspects of the game, this will include the potential for a pitch incursion and the details within this plan – specifically the allocation of a steward to each of them, the preferred exit from the pitch and the two alternatives.

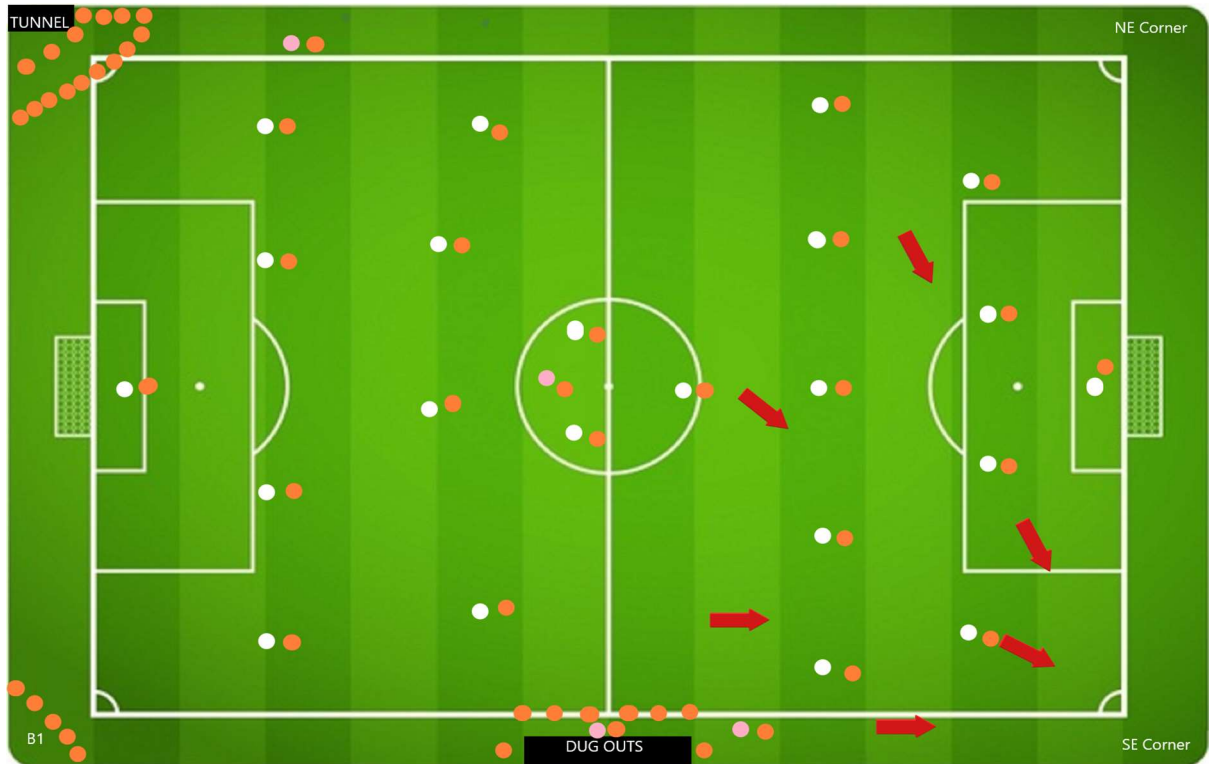
App A – Final whistle deployments



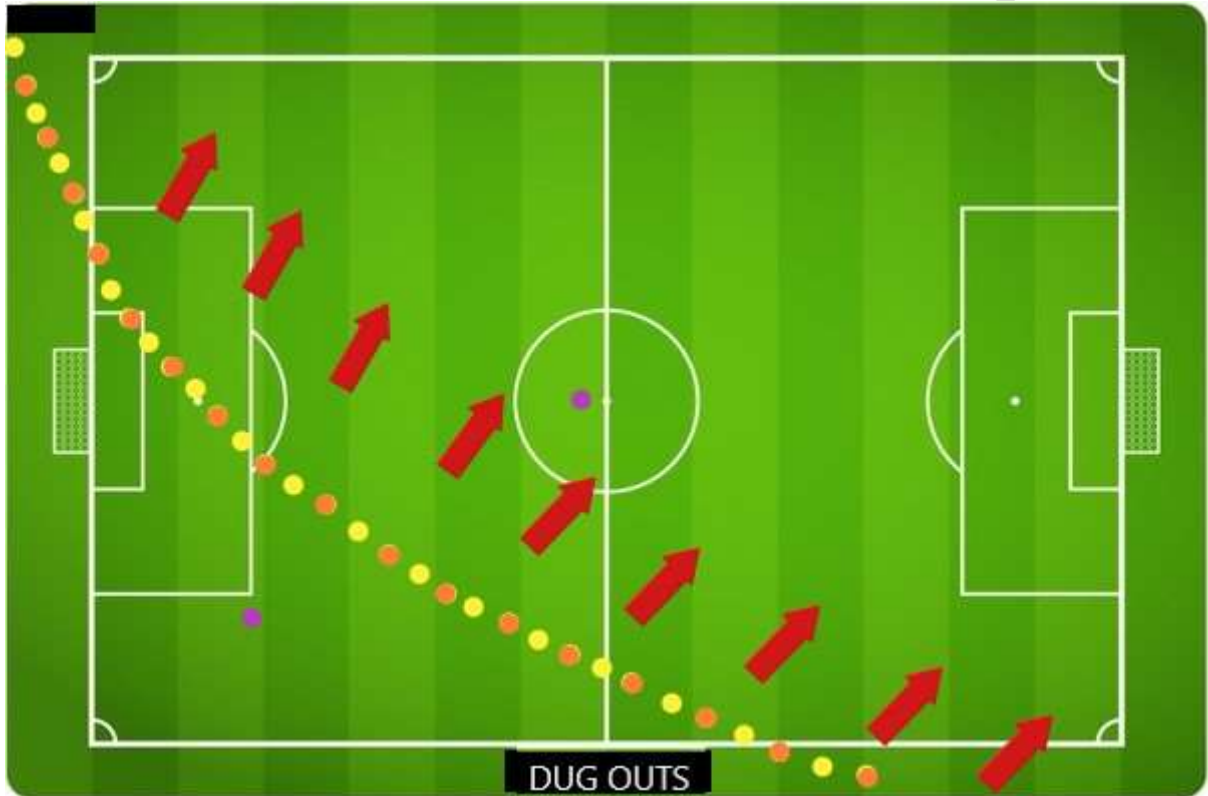
App B – Players and officials exit via the players tunnel



App C – Players and officials exit via the SE Corner



App D – sweep of the pitch



App E – examples of key messages

See below link

[IMPORTANT INFORMATION FOR SUPPORTERS AHEAD OF MILLWALL FIXTURE | BurnleyFC](#)

The below quote from Josh Brownhill which will go out ahead of the game:

‘Firstly, I want to thank you all for your support this season, we appreciate it so much.

Ahead of the game against Millwall on Saturday, I just want to reach out to say that the safety of everybody at the game is what’s most important, so please do show your support from your seat.

It should be a great day and we’re looking forward to celebrating with you all from the stands during the lap of honour after the game.

See you on Saturday!

From JB & the boys’

Burnley FC

App F – Email sent to all season ticket holders and those who have purchased a match day ticket

**SUPPORTER SAFETY &
SECURITY**

All supporters at Turf Moor are strongly encouraged to read the below carefully:

The safety of all match participants is of paramount importance and we recognise that reckless actions, which have previously been witnessed at fixtures, are carried out by a small minority of fans and the majority of supporters attend and watch matches in a safe and respectful way.

As a football club we expect supporters to adhere to the ground regulations in place at Turf Moor, enjoy the game from their seat and **DO NOT enter the playing area at any time**. It is a criminal offence to enter the pitch and doing so, may result in a criminal record and stadium bans. It also creates a significant safety issue not only for themselves, but for fellow supporters, club players, staff and match officials.

It is also against ground regulations to throw any items/missiles on the pitch - any supporter that throws anything, putting the safety of players and individuals at risk, will receive a severe banning order from the club. This behaviour will not be tolerated.

Following the game we encourage supporters to please stay in their seats to celebrate the season with a lap of honour by the players and coaching staff.

Supporters are encouraged to arrive in good time ahead of kick-off for extra bag checks at the turnstiles. All extra measures are in place for supporter safety and we thank you for your cooperation.

If you hear, witness or experience discriminatory behaviour at Turf Moor, text 'Report' to 62277, texts are free and will remain anonymous. You can also approach your nearest steward or make a report via the Kick it Out dedicated app.

App G – Examples of Web articles



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**ENTERING
THE PITCH
IS ILLEGAL
AND PUTS EVERYONE AT RISK**

**ANYONE INVADING THE PITCH WILL
NOW BE AUTOMATICALLY BANNED
AND REPORTED TO THE POLICE.**



FSA. LOVE FOOTBALL. PROTECT THE GAME.



ALAN PACE
ALAN PACE
ALAN PACE

CHAIRMAN

GOOD AFTERNOON AND WELCOME TO TURF MOOR FOR OUR FINAL GAME OF THE 2024/25 SEASON AGAINST MILLWALL.

It was a fantastic win at Loftus Road last weekend as we scored three points and a 30th clean sheet of the campaign, equalling the EFL record for clean sheets, with a comprehensive 5-0 victory over QPR.

Following confirmation of our return to the Premier League, we also announced the date for our Promotion Parade, which will take place on Tuesday 6th May. We hope you can all join us for what is set to be a fantastic day for the town.

I was delighted to attend the EFL Awards in London last weekend, as Scott picked up the Sky Bet Championship Manager of the Year Award and James, CJ and Maxine were named in the Sky Bet Championship Team of the Season.

I couldn't be prouder of Scott and the players who have all enjoyed a fantastic season.

However, football is a team sport and as said by Scott on the evening, the awards are testament to the hard work of all the players, coaching and backroom staff. This group is special, as is the group around it. And it's working hard together as a unit that has driven the squad on to achieve what we've achieved this season. Congratulations to you all!

The emotion and passion shown when we were last at Turf Moor together in our fantastic win against Sheffield United was incredible to see, however you will have seen my statement following the pitch invasion after the full-time whistle.

I want us to celebrate our special moments together, but I do want to urge all supporters at today's game to please show your continued support from the stands. Everyone's safety continues to be the number one priority.

The players and coaching staff will complete a lap of appreciation to thank you for your support throughout the season but will only be able to do so if the pitch remains clear, so we ask for your cooperation.

Finally, I want to thank you all for the support you have shown the Club this season. It's been an incredible nine months of football with a return to the Premier League, defensive records broken, some stunning goals, a Lancashire derby day victory on home turf and more. All to the soundtrack of Natasha Bedingfield's Unwritten, I'll forever look back on this season with pride for what has been achieved.

I hope you all have a wonderful summer, and I look forward to seeing you next season, in the Premier League!

For the final time this season, UTC!

Alan
@AlanPaceBFC

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IS ILLEGAL**
AND PUTS EVERYONE AT RISK

**ANYONE INVADING THE PITCH WILL
NOW BE AUTOMATICALLY BANNED
AND REPORTED TO THE POLICE.**



FSA LOVE FOOTBALL. PROTECT THE GAME.

Ahead of our final game of the 2024/25 season, Burnley Football Club are asking for your support to ensure that the actions of the minority do not spoil the game for all.

The Millwall fixture will see enhanced police and stewarding presence to ensure the safety and security of players, officials and all supporters who will be attending the game.

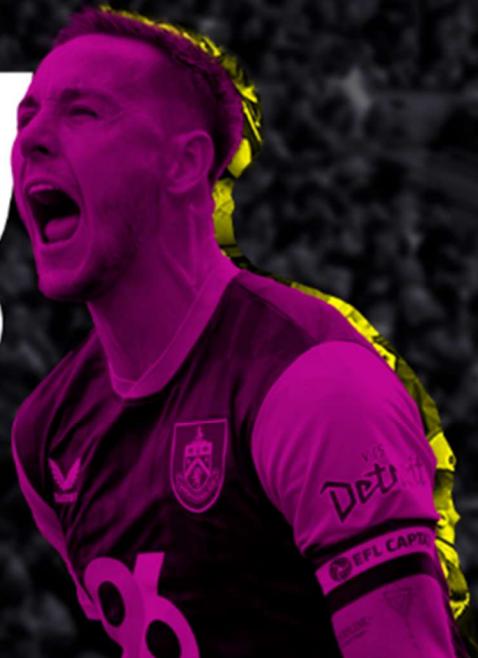


We look forward to coming together for our last game of the season and we encourage supporters to stay and celebrate with us. Regardless of the result on the day, there will be a presentation on the pitch and a lap of honour with the players after the final whistle.

We urge supporters to please respect the players and show your continued support from the stands.

Thank you for your support Clarets and enjoy the game.

ARE YOU READY?



Hi @FIRSTNAME@,

We're looking forward to seeing you at Turf Moor on Saturday 3rd May for the Burnley v Millwall match, our final game of the 2024/25 season.

Please note, we have increased information regarding stadium safety & security for Saturday's game and we strongly encourage all supporters to read the below supporter safety & security section ahead of attending the fixture.

Following the game we encourage supporters to please stay in their seats to celebrate the season with a lap of honour by the players and coaching staff.

You will find key timings on the image below, further details can be found on the Bristol Street Motors Match Guide on our website.

DANGEROUS BEHAVIOUR HAS NO PLACE IN OUR GAME.

**FOOTBALL HAS COME TOGETHER TO TOUGHEN MEASURES
ADDRESSING FAN BEHAVIOUR AT MATCHES**

CRIMINAL BEHAVIOUR:

- ✗ Entering the pitch without permission
- ✗ Smoke bombs and pyros
- ✗ Throwing objects
- ✗ Drug use
- ✗ Discriminatory behaviour

CONSEQUENCES:

-  Risk of serious injury
-  Automatic club ban
-  Reported to the police
-  Criminal record
-  Education and employment at risk

**HELP US ENSURE MATCHES ARE SAFE AND ENJOYABLE FOR ALL
LOVE FOOTBALL. PROTECT THE GAME.**



App H

Pyrotechnic Devices - Safety Procedures

A pyrotechnic device is an illegal and potentially dangerous item which must be treated with the utmost caution, care, and safety. Similarly, spectators should also be managed as practicable, following the activation of such an item. Accordingly, stewards should be aware and follow the following safety procedures when dealing with the discovery or activation of any pyrotechnic device.

For clarification, the following items are classed as pyrotechnics and can vary in terms of manufacturer, size, duration, behaviour, effects, and heat output. Accordingly, stewards should treat each item with a 'worst case scenario' in mind should they become involved in any such incident.

*******Fireworks, Smoke Bombs, Thunder Flashes, Flares, and propelled pyrotechnics*******

Notes:

- Do not approach the pyrotechnic but monitor the situation from a safe distance.
- If a spectator is holding the pyrotechnic, they should be **loudly advised, from a safe distance**, to hold it high to prevent any injury to themselves or others whilst the matter is dealt with.
- **Only trained Fire Safety Stewards (in the appropriate PPE) should approach and deal with the pyrotechnic scenario, with Response Steward support as required.**
- If practicable ensure other spectators are kept away from the source and allow room for the Fire Safety Stewards to gain access to the area.
- Consider evidential observations associated with any persons responsible for the pyrotechnic activations and request CCTV as appropriate.
- Consider the effects on the health of any supporters (especially disabled) in the vicinity of the incident, who may suffer from respiratory difficulties – request medical support if necessary.
- The Control Room will evaluate and consider other possible means of smoke dissipation in association with facilities.



App I – Stadium Map

