



**READING**  
FOOTBALL CLUB

## **CROWD DISORDER AND ANTI-SOCIAL BEHAVIOUR (ASB) PLAN**

READING FOOTBALL CLUB STADIUM

JUNCTION 11, M4

READING

RG2 0FL

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*Anti-social behaviour means acting in a manner which has caused or is likely to cause harassment, alarm or distress to another.*

*Crowd disorder is defined as the breakdown of peaceful and law abiding behaviour.*

## **1 Introduction**

- 1.1 This plan supports the Reading FC Policy for Event Safety (Document 1).
- 1.2 This Plan demonstrates that Reading FC are committed to ensuring that all those attending the Reading Football Club Stadium can experience enjoyable, secure and safe events, free from the risks associated with crowd disorder and anti-social behaviour (ASB). Reading FC will take all reasonable steps to ensure that we manage, prevent and reduce such occurrences, and when incidents do occur we will respond quickly, fairly and effectively to minimise the risk of harm or injury to spectators, staff, players, participants, officials and spectators; the safety of all those within the stadium is of paramount importance. Those who are involved in crowd disorder or ASB can expect to be held to account by the ground management and/or the police and in line with the Ejection Policy (Document 8.4).
- 1.3 The Club has a commitment to ensuring that the Reading Football Club Stadium is a safe venue to attend on event days and look to deal with incidents with a proportionate, legal, auditable, necessary and ethical response. There are several policies and procedures in place to assist in achieving this and these are continually under review to identify methods of reducing incidents of match day crowd disorder and anti-social behaviour. These include;
  - 1.3.1 **Safety Certificate issued by Reading Borough Council** relates to identifying the senior officer at the Club responsible for safety, the production of an operations manual, contingency plans and other safety related policies and procedures. It also stipulates the permitted number of spectators, the physical inspection of the stadium and safety systems and the requirement to have risk assessments in place. It also specifies the activities that may be held at the stadium.
  - 1.3.2 **Event Safety Policy** (Document 1) which outlines the Club's commitment to provide a safe environment by complying with the relevant legislation and guidance, ensuring there is a safety structure in place on match days identifying who is in charge, which emergency services/agencies are present and how they integrate with each other.



There is also mention in this document of the relevant inspections of the stadium, the recording of these, how the crowd are managed and the qualifications of those staff engaged in activities relating to the safety of all those attending.

- 1.3.3 **Emergency Procedures and Contingency Plans** (Document 7) which outlines the club's objective to provide a safe environment and their response to varying incidents affecting safety such as crushing, pitch incursion, flares, marauding terrorist and those usually highlighted in such documents such as fire, suspect packages, failure of safety systems and evacuation procedures.
- 1.3.4 **Match Day risk assessment** (Documents 4.1a, 4.1b, 12,12.1-12.7 and 7.17h) which is initially completed by the Safety Officer at least a week prior to every fixture and refers to the behaviour of the away supporters following consultation with Police, ticket office and FSOA website. A matrix is used to calculate the likely risk and this is reviewed again 48 hours prior to the fixture.
- 1.3.5 **Match Day Structure** (Documents 1.1, 2 and 2.1) identifies the identity of those persons in charge of match day events and how the varying stewarding roles fit into this structure.
- 1.3.6 **Match Day Stewarding Plan** (Documents 4, 4.4, 4.23, 2.1 and 7.17-7.17h) identifies the posts that require to be filled by stewards and then on match day names are inserted to cover each of the identified positions.
- 1.3.7 **Match day briefing documents** (Documents 4.2, 4.6 and 4.7) refer to the information and intelligence given to the stewarding teams from the Safety Officer. This will cover information within the match day risk assessment and other information relating to match day activities specific to that fixture. This information is given to all the stewards during the recorded briefing. There is also a referee team briefing undertaken by the Safety Officer to ensure that they are aware of any potential issues that could impact on the match.
- 1.3.8 **Stewards Lanyard** (Documents 4.2a and 4.2b) is given to all stewards and contains information such as what to do in the event of an evacuation, emergency procedures and stewarding and the law. This reinforces the messages passed at the briefing. All stewards also are issued with the Sports Stadia Security Staff Aide Memoire (blue z card).

- 1.3.9 **Ground Regulations** are in place around the stadium, at every turnstile plus other strategic locations, and can also be found on the Club website. These highlight the conditions of entry to supporters and the type of criminal offences that can be committed. Stewards are present outside the stadium turnstiles searching supporters as they enter to ensure no prohibited articles are admitted nor are any supporters entering whilst drunk.
- 1.3.10 **Statement of Intent** (Document 14) which is a signed document between the Club and Thames Valley Police setting out the roles and responsibilities of the two parties on a match day and the agreement (Special Police Services) between the two in relation to the number(s) of Police Officers and Police Staff attending fixtures (Document 14.2).
- 1.3.11 **Information Sharing Agreement** (Document 14.1) which is a signed document between the Club and Thames Valley Police outlining the types of information that can be shared between the two parties, how this is achieved and for what purpose. In relation to this plan it is aimed at reducing crime and anti-social behaviour and other crime related matters.
- 1.4 Our Policy for Event Safety and this Plan are owned at Board Level and responsibility for oversight and review of both rests with the CEO and the Stadium Manager. Crowd behaviour is discussed at each Board Meeting as part of normal business. On a match-day, the implementation and delivery of this plan is the responsibility of the Safety Officer, supported by the police, if requested. The Club's Statement of Intent, agreed with the police, sets out the specific circumstances and protocols should police need to take over responsibility for the resolution of serious incidents of crowd disorder and ASB at the ground.
- 1.5 The ground's Ground Regulations, issued annually by the football governing bodies, also play an important role in ensuring spectator safety and enjoyment. They provide clear indication of what behaviour is or is not acceptable and what sanctions are in place to deal with those who breach the ground regulations.
- 1.6 This plan complements the longstanding arrangements with the police that exist at the Reading Football Club Stadium whereby at relevant times before the season the Safety Officer and the Stadium Manager and local police meet to discuss fixture lists, for football, and agree event / match categorisations based on a risk assessment process and this is shared with Reading Borough Council. Any other events are discussed at separate meetings with the relevant agencies.

It is acknowledged by all parties that these categorisations can change dependent on intelligence and the importance of the fixture closer to the date of the match. Also, it is noted that cup match details are unknown at the time of the meeting and will be assessed as soon as possible after they are announced. Discussions will take place between the Safety Officer, Head of Ticketing and the Stadium Manager as to the risk associated with each individual fixture as the date becomes closer. Items discussed will include allocation of away tickets, should the match be all ticket, the behaviour of away and home supporters, any additional risk to that fixture, if a police presence is to be requested, if not already agreed, and numbers of stewards and if additional assets are required. Throughout the season regular discussions take place between the Club and the police to ensure that the correct policing levels are maintained and this is dependent upon intelligence or risk of fixture (league or cup) or relegation or promotion fixture or clash with any other event that could have an adverse effect on the match. Medical resources are similarly reviewed, but between the Safety Officer and the medical providers, and are contained within the Club's Medical Plan (Document 5).

- 1.7 It is open to the club to request a police presence at the ground to help mitigate the identified risks from crowd disorder or ASB specific to a match. This will normally be via the mechanism of a Special Police Services arrangement. This requires agreement between the Safety Officer and the police lead.
- 1.8 This Plan is a baseline for the response to crowd disorder and ASB for each of the matches each season. However, if considered necessary and prior to each match the ground and police will undertake a review of their intelligence and information, taking note of any risks associated with expected attendees such as: heavy drinking; pyrotechnic use; missile throwing; discriminatory behaviour; antagonistic rivalries; organised risk groups etc. Where such a review indicates the need to enhance or modify the Plan to mitigate specific or new threats or risks that will be done, and any affected parties will be notified. Annex A contains several enhanced options available to the ground in the event of an increase in risk. However, this is not an exhaustive list and new or varied options can be implemented.

## **2. Assessment of threats and risks – reasonably foreseeable types of behaviour and severity**

- 2.1 Prior to this Plan being developed, the ground and local police reviewed any incidents of crowd disorder and ASB from the previous seasons and based on

current trends as well as operational experience. It is possible that the following types of unacceptable behaviour (which could result in harm or injury to others) could occur at the Reading Football Club Stadium. Each of these behaviours will be subject to mitigating measures before, during and after each match. The mitigating measures are detailed in Sections 6 -7.

(NB: In the list below, the Sporting Events (Control of Alcohol) Act and the Football (Offences) Act apply only at designated football matches)

| Supporter Behaviour                                             | Likelihood                                             | [Enter here the key laws dealing with specific behaviour at the Ground – see below some examples] |
|-----------------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Drunkenness                                                     | Low majority but medium for some South Stand occupants | Section 2 Sporting Events (Control of Alcohol Act) 1985 / Public Order Act, 1986                  |
| Possession of alcohol whilst entering or when viewing the match | low                                                    | Section 2 Sporting Events (Control of Alcohol Act) 1985                                           |
| Possession of flares, fireworks and pyros                       | Low but can rise to medium for some away supporters    | Section 2 Sporting Events (Control of Alcohol Act) 1985 / Section 134 Police and Crime Act, 2017  |
| Throwing of missiles onto the playing area or into the crowd    | Low but medium for some South Stand occupants          | Section 2 Football (Offences) Act 1991<br>Public Order Act, 1986                                  |
| Racist, indecent or homophobic chanting                         | low                                                    | Section 3 Football (Offences) Act 1991 / Public Order Act, 1986                                   |
| Going onto the playing area                                     | low                                                    | Section 4 Football (Offences) Act 1991                                                            |
| Assaults                                                        | low                                                    | Offences Against the Person Act 1861                                                              |
| Crowd disorder – minor to serious                               | low                                                    | Sections 1 to 5 of the Public Order Act 1986                                                      |

|                                                                 |     |                                                                                  |
|-----------------------------------------------------------------|-----|----------------------------------------------------------------------------------|
| Offensive weapons, sharply pointed and bladed weapons           | low | Section 1 Prevention of Crime Act / Section 139 of the Criminal Justice Act 1988 |
| Criminal damage to ground facilities including safety equipment | low | Criminal Damage Act 1971                                                         |

### 3. Chain of command

3.1 Under normal circumstances on a match-day the chain of command for managing crowd disorder and ASB issues is the same as that for other safety matters, namely:

- Safety Officer – supported in the control by CCTV, radio operator who logs events
- Deputy Safety Officer
- Assistant Chief Stewards
- Steward supervisors
- Response teams / safety stewards/ door staff.

### 4. Policing matters

4.1 See Para 1.4 above, and the current Statement of Intent agreed between the police and ground, for matters relating to primacy in dealing with event / match-day operations.

4.2 In general terms, when the police are deployed inside the Reading Football Club Stadium it is agreed that the police commander (or the nominated police officer present) and the safety officer will work collaboratively to deploy the most appropriate resource to effectively prevent and respond to incidents of crowd disorder and ASB.

4.3 Where the police are not present inside the stadium and the risk of crowd disorder or ASB have increased to a level where people appear likely to be physically injured or harmed, and where the Safety Officer believes that police attendance is required to assist in dealing with the risk, the ground has the following options to seek police assistance:

- Call 999 for immediate support or
- Contact the DFO/Police Spotters for support

- 4.4 Prior to each match the Safety Officer and the local police will agree the most appropriate contact option to be used and both parties will ensure that their own staff are suitably briefed on the details of the option chosen.
- 4.5 When calling, it will be important to state the name of the caller and venue, the location of the incident, a brief outline of the issues, the numbers involved, the immediacy and level of the risk (e.g. weapons, flares etc.), a rendezvous point (RVP) and any other information that will help to facilitate a quick and effective police response.
- 4.6 It is important to note the following protocol has been agreed by the police and the ground in relation to the formal reporting of crimes when there are no police present at the sports ground:
  - 4.6.1 In all cases where the ground becomes aware that a crowd disorder or ASB incident has resulted in an injury to a person present at the sports ground, we will inform the police as soon as possible.
  - 4.6.2 Where the victim of an assault reports the matter to the staff, we
  - 4.6.3 Where a crowd disorder or ASB incident results in a person present at the sports ground asking to report the occurrence to the police, the ground will facilitate that report and offer all necessary assistance to the victim/witness.
  - 4.6.4 Where the ground becomes aware that a hate incident may have taken place they will inform the police as soon as possible.
- 4.7 In all the above circumstances, the ground will take all reasonable steps to secure and preserve evidence of the offences alleged. This will include, in serious cases, attempts to secure: potential crime scenes; the identity of suspects; any victim and witness details; CCTV images. Contact with police at the earliest opportunity will be a priority when the suspect(s) is still at the sports ground or is believed to be nearby.

## **5. Ground resources, options, roles and responsibilities**

- 5.1 Due to the variety of factors that can be involved in incidents of crowd disorder and ASB an effective response may require many mitigating options to be implemented to achieve the best outcome. The ground has the following menu of resources to deploy for preventing and dealing with crowd disorder and ASB.



| Resources                                              | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CCTV equipment and operator                            | Covers all areas inside the ground and all turnstiles. Minimum Home Office standards for image quality, retention and sharing of evidence. Dedicated CCTV controller with relevant SIA Qualifications and system regularly serviced.                                                                                                                                                                                                                                                                                                                                  |
| Alarm systems                                          | Control room based notification. Main response from security control.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Access control systems                                 | Ticket only access turnstiles – monitored by stewards. Turnstiles serviced on a regular basis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Security staff deployment                              | Response team stewards – SIA trained to door supervisor level. Responsible for conflict resolution, spectator removal / relocation and ejection from stadium. Option for segregation line activity.                                                                                                                                                                                                                                                                                                                                                                   |
| Stewarding tactics                                     | Responsible for delivering sliding scale of intervention, (with support from FRGs if required):<br>Standard communication skills<br>Enforcement of segregation and ground regulations<br>Incident reporting<br>Conflict management<br>Evidence gathering<br>Creating distance or safe spaces between aggressors and possible victims<br>Isolating, separating and containing problematic spectators<br>Intervention – verbal and physical<br>Managed removal or relocation<br>Ejection<br>Managing suspects pending police arrival of to investigate suspected crimes |
| Accreditation systems                                  | Aimed at preventing unauthorised access to areas such as the pitch and dressing rooms and access around the ground.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Ticketing restrictions                                 | Aimed at reducing risks by restricting sales to known persons e.g. members/season ticket holders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Segregation arrangements – stewards, netting, barriers | To mitigate risks of confrontation between different sets of spectators.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Searching activity                                     | Condition of entry to prevent prohibited items entering                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



|                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                      | <p>Stewards are responsible for implementing search options that can be targeted, intelligence led or random and applied to all spectators. Bags all searched and away fans and Club 1871 all searched and the other home fans it is random or targeted searching (pat down, arms, legs and small of back).</p> <p>Search wands for metal detecting</p> <p>BDO trained staff</p> |
| Information to spectators and other visitors                                         | <p>Messages can be tailored to reinforce strategies around: reassurance, prevention, deterrence and accountability. Club website, Twitter, signage, verbal updates and PA announcements are all viable options for delivery.</p>                                                                                                                                                 |
| A process for issuing formal warnings, banning and exclusion policies for wrongdoers | <p>This ensures spectators who misbehave can be held accountable for their actions. This is a key part of the strategy aimed at achieving a long-term reduction in disorder and ASB problems.</p> <p>See ejection, arrest and banning strategy.</p>                                                                                                                              |
| Acceptable behaviour contracts with individual spectators                            | <p>The ground and police will work together to divert some of those coming to notice from the criminal justice system by agreeing to accountable standards of future conduct and behaviour. Where necessary this can include the involvement of parents, carers or guardians.</p>                                                                                                |
| Partnership working and information sharing arrangements with local police           | <p>The ground, police and any other relevant partners agree to share information, resource and initiatives with the common goal of preventing and reducing crowd disorder and ASB.</p>                                                                                                                                                                                           |
| Collection of information and intelligence (see section 8)                           | <p>The ground, police and other partners have agreed the type, standard and level of personal or general information that can be collated and exchanged to support prevention and reduction of these issues.</p>                                                                                                                                                                 |
| Personal Protective Equipment                                                        | <p>A range of specialist kit is available for stewards and response teams should the risk justify its issue:</p> <ul style="list-style-type: none"> <li>Additional radios and channels</li> <li>Gloves</li> <li>High visibility jackets</li> <li>Bump caps</li> <li>Goggles</li> </ul>                                                                                           |

**6. Match day tactics – to be embedded into relevant briefings on match days**

6.1 As outlined above in Section 2, a formal assessment has been made of the crowd disorder and ASB issues likely to arise at the Reading Football Club Stadium. In response to those risks the following table outlines, in broad terms, planned prevention and response tactics which could be used in the event of crowd disorder or ASB. These tactics relate to ground's activities only. The police have their own powers, policies and tactics.



| Behaviour                                                                                                                                                                                                                                                                                           | Prevention                                                                                                                                                                                                                                                                                                                                                                                                                                       | Response                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Drunkenness</li> <li>• Possession of alcohol whilst entering or when viewing the match (designated football matches only)</li> <li>• Possession of flares, fireworks and pyros</li> <li>• Offensive weapons, sharply pointed and bladed weapons</li> </ul> | <ol style="list-style-type: none"> <li>1. Signage</li> <li>2. Turnstile operators and searching stewards briefed to be alert for drunks or prohibited articles and to refuse entry</li> <li>3. Stewards at key points monitoring, intervening, advising and confiscating prohibited articles</li> <li>4. Bar staff briefed to refuse sales to drunks and call stewards to deal</li> <li>5. CCTV and steward scanning and intervention</li> </ol> | <ol style="list-style-type: none"> <li>6. Refuse entry or remove from viewing areas</li> <li>7. Verify ID of all those involved if possible and record details for follow up action</li> <li>8. Confiscate any prohibited articles</li> <li>9. Manage the situation and individual pending police arrival, if necessary</li> </ol>                                                                       |
| <ul style="list-style-type: none"> <li>• Racist, indecent, or homophobic chanting</li> <li>• Throwing of missiles onto the playing area or into the crowd</li> </ul>                                                                                                                                | <ol style="list-style-type: none"> <li>10. Stewards scanning and intervention</li> <li>11. Hate crime text message number</li> <li>12. Anonymous reporting number</li> <li>13. CCTV scanning and directing steward intervention if required</li> </ol>                                                                                                                                                                                           | <ol style="list-style-type: none"> <li>14. Secure evidence if possible – including noting words used or recovering items thrown</li> <li>15. Victim support – take to place of safety if required</li> <li>16. Verify ID of all those involved if possible and record details and seek control room advice</li> <li>17. Manage the situation and suspect pending police arrival, if necessary</li> </ol> |
| <ul style="list-style-type: none"> <li>• Going onto the playing area</li> </ul>                                                                                                                                                                                                                     | <ol style="list-style-type: none"> <li>18. Stewards scanning and Intervention</li> <li>19. CCTV scanning and directing steward interventions if required</li> </ol>                                                                                                                                                                                                                                                                              | <ol style="list-style-type: none"> <li>20. Isolate those involved and remove from playing area</li> <li>21. Verify ID of those involved if possible and record details and seek control room advice on next steps</li> </ol>                                                                                                                                                                             |

|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 22. Manage the situation and suspect pending police arrival, if necessary                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>Assaults</li> <li>Crowd disorder – minor to serious outbreaks in the stands</li> </ul> | 23. Stewards scanning and intervention<br>24. CCTV scanning and directing steward interventions<br>ADDITIONAL ACTIVITY for BAR areas:<br>25. Bar staff to monitor mood and temperament of customers and contact control if drunkenness and aggression is evident<br>26. No glass beakers<br>27. Drinks decanted into beakers – (intelligence driven)<br>28. Tops removed from plastic bottles check for acidic fluid (fan to pour on to hands or consume the contents)<br>29. Limit sales per person<br>30. Review bar opening times after kick off or following incidents | 31. Isolate, separate and contain the suspect(s)<br>32. Verify ID of all those involved if possible and record details for follow up action and seek control room advice on next steps<br>33. Manage the situation and any suspect(s) – pending police arrival if necessary<br>34. Provide victim support and take to place of safety<br>35. Secure any evidence left at scene – weapons, clothing etc.<br>36. Deploy medical resources if safe to do so |

### **Post event /match tactics**

#### **7.1 Debriefs**

7.1.1 The Ground recognises the importance of debriefs and the value of lessons learned. In relation to crowd disorder and ASB incidents the following options can be considered, dependant on the seriousness of the issues involved:

- Hot debrief – straight after the event – key staff and points
- Slow debrief stand supervisors – within five days – aimed at capturing lessons learnt



- Structured debrief – all relevant staff – 2 hour session of structured debriefing aimed at examining a) what went well b) what could have been done better c) what needs to change
- Safety Officer/Police debrief – within 7 days - when there is a need to exchange information relating to individuals who have come to notice at an event and are likely to require ground or police action to prevent future problems
- Welfare – where staff may have been harmed or emotionally affected by a serious or unusual incident and may therefore benefit from further ongoing support and advice.

## 7.2 Long term prevention activity

7.2.1 The club recognises that whilst regularly preventing and managing crowd disorder and ASB is an important element of this plan, it is vital that steps are taken, where necessary to prevent, and ultimately reduce, the incidence of crowd disorder and ASB in the longer term.

7.2.2 To that end, Reading FC will collect the following data on an event and use that information to inform the long-term prevention activity going forwards. This depersonalised data will also be shared with certain partners at the SAG:

- Arrests – reason, location and where possible the outcome
- Ejections – reason, location and where possible the outcome
- The numbers and type of crowd disorder or ASB incidents that resulted in physical harm or injury
- The number and types of notable incidents whereby serious outbreaks of crowd disorder were prevented by way of physical intervention by stewards or police
- Patterns or trends of anti-social and disorderly behaviour
- High-risk locations within the ground

7.2.3 The Ground, under the leadership of the Safety Officer, will commit resources and time to ensuring that the long-term prevention activity listed above in the Table in Section 5.1 is delivered, namely:

- A process for issuing formal warnings, banning and exclusion policies for wrongdoers (to be published on our website in accordance with GDPR 2018, DPA 1998)
- Acceptable behaviour contracts with individual spectators



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- Partnership working and information sharing arrangements with local police
- Collection of information and intelligence

## **ANNEX A – Enhanced Options**

This Annex sets out some enhanced options for the ground's staff when dealing with higher risk crowd disorder and ASB threats. (Where the police are also present at the ground their deployments and tactical options may, where appropriate, also operate in support of this enhanced activity.)

| <b>Behaviour</b>                                                | <b>Enhanced option – Ground activity</b>                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Drunkenness                                                     | 1. Enhanced searching and steward screening before entry<br>2. Overt use of body cams<br>3. Steward spotters identifying those approaching the ground who are drunk<br>4. Restricted or zero alcohol sales inside the stadium                                                                                         |
| Possession of alcohol whilst entering or when viewing the match | 5. Targeted CCTV and other camera activity in areas of high risk<br>6. Stewards pro-actively spotting identifying those approaching the ground with alcohol<br>7. Zero tolerance on entry – confiscate alcohol and refuse entry which is also the standard approach<br>8. Restricted alcohol sales in affected zones  |
| Possession of flares, fireworks and pyros                       | 9. Enhanced steward numbers and briefings at turnstiles<br>10. Increased and highly visible searching by stewards                                                                                                                                                                                                     |
| Throwing of missiles onto the playing area or into the crowd    | 11. Additional pitch-side stewards scanning and intervention<br>12. Overt use of body cams<br>13. CCTV scanning and directing steward intervention if required                                                                                                                                                        |
| Racist, indecent, or homophobic chanting                        | 14. Additional pitch-side stewards scanning and intervention<br>15. Overt use of body cams<br>16. Covert steward operations                                                                                                                                                                                           |
| Going onto the playing area                                     | 17. Enhanced signage at pitch-side<br>18. Score board messaging<br>19. Use of high profile players and manager to promote messages aimed at preventing incursions<br>20. Additional pitch-side stewards - scanning and intervention<br>21. Overt use of body cams<br>22. Netting adjacent to pitch in high risk areas |



|                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assaults                                                         | <p>23. Additional pitch-side stewards scanning and intervention</p> <p>24. Overt use of body cams</p>                                                                                                                                                                                                                                                                                                                                        |
| Crowd disorder – minor to serious outbreaks – all locations      | <p>25. Additional pitch-side and stand stewards - scanning and intervention</p> <p>26. Overt use of body cams</p> <p>27. Ticket restrictions</p> <p>28. Reduced capacity</p> <p>29. Enhanced and more robust segregation lines</p> <p>30. Increased response team numbers and activity</p> <p>31. Alcohol restrictions e.g. no away bar or SW home bar</p> <p>32. Overt CCTV coverage with highly visible signage at high risk locations</p> |
| Offensive weapons, sharply pointed and bladed weapons            | <p>33. Increased searching with equipment such metal detectors</p> <p>34. Rummage searching of bags and tagging</p>                                                                                                                                                                                                                                                                                                                          |
| Criminal damage to stadium facilities including safety equipment | <p>35. Steward presence at areas of high risk</p> <p>36. Limiting and monitoring numbers accessing areas of highest risk – e.g. away end toilets</p> <p>37. Overt CCTV coverage with highly visible signage at high risk locations – not in private/sensitive areas such as toilets and changing rooms</p>                                                                                                                                   |
| Amend kick off                                                   | <p>38. Change kick off time</p> <p>39. Modify day of match</p>                                                                                                                                                                                                                                                                                                                                                                               |
| Capacity reduction                                               | <p>40. Play match behind closed doors (EFL/FA decision)</p> <p>41. Reduce capacity of stand(s) voluntarily or via SAG</p>                                                                                                                                                                                                                                                                                                                    |