

SEGREGATION POLICY

READING FOOTBALL CLUB STADIUM

JUNCTION 11, M4

READING

RG2 0FL

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SEGREGATION POLICY

1. Risk Assessment

For each football game, a risk assessment is compiled using the UK Football Policing Unit (UKFPU) Matrix and intelligence from Thames Valley Police. This assessment (Document 4.1a and 4.1b) as well as police intelligence and information provided by the visiting club looks at and documents the risk of disorder between the home and visiting supporter groups, as well as other offences, and what can be used to mitigate risk such as a larger segregation area or a reduction in away ticket sales or a decision not to sell tickets to home fans in some parts of the ground although the last option has never required to be implemented. It also assists with ensuring that there are adequate stewards and response staff deployed for each event. Ladies football and U23 football games are not subject to segregation nationally however if intelligence were to be received that this would be a prudent option then it would be considered. All events are subject to a risk assessment which assists in the decision making relating to segregation and in line with the Club's Event Safety Policy (Document 1).

1.1 Netting

A decision based on the risk assessment is made by the Safety Officer about where to net in the away and home supporter areas. In the South Stand it is usually deployed as per the attachment below with the main South Stand segregation netting in the away area and in many cases in R31 to create as large a gap as possible between the supporters. However, if the visiting team has a history of pitch incursions a decision will be made to additionally net the front 3 rows in the away area. This is more likely to be the case for cup matches and the last home game of the season. A secondary section of netting may be deemed necessary in the South-East Corner under the scoreboard. This separates Reading supporters and prevents migration from the East to the South Stand where Club 1871 are situated. Some away fans may occupy GU1,2 and part of 3 and then there is segregation netting to keep the home and away fans apart in GU4. The front 2 rows are netted as is the area in front of the Premier Suite to offer protection to any away fans in hospitality in the Premier Suite plus home fans in G4 who have complimentary tickets. The segregation netting is a modern design (BS 5867 Part 2 Type B) which makes traversing it particularly difficult to undertake and it is flame retardant. It is of the standard used in prison cells, psychiatric units, hospitals, hostels, hotels, nurseries and schools. If the location of the netting is altered, then the Buildings and Facilities Manager and his team move and secure it. The positioning will depend on the number of away supporters and risk level (R32 only 624 fans, GU1 and R32 939 fans, GU1,2 and R32 1508 fans, GU1,2, R31 1982 fans, GU1,2,3, R32, R31 2304 fans). Response staff are deployed either side of the netting, evenly spaced, to dissuade those who may attempt to try to scramble across it (Document 4.23). A CCTV camera is always trained, during the event, on the away fans and the Club 1871 group as this is the area of greatest threat to issues developing. This deployment does not adversely affect the views of any fans. It is always the case that the positioning of any temporary

means of segregation, such as netting, does not result in more than 14 seats in a row with a gangway at one end only.

HOME SUPPORTERS



2. Outside

On arrival, away and home supporters can utilise the local transport links as well as onsite parking. If potential disorder has been identified by RFC or the police off the footprint, then there may be a decision to escort supporters to the ground or place them on a separate bus by the police, this is a rare occurrence. The club is made aware of any such issues by the police and deploy resources to meet and greet the potentially disorderly fans upon their arrival on the footprint so that they can be signposted to their entry/exit points or refused entry if warranted. Any away coaches stopping off outside the town are identified by the police, and the club are advised of their behaviour and their anticipated arrival time at the ground. The Safety Officer on most occasions

possesses contact details of the official away fans' coaches and minibuses as well as the official team coach. Visiting supporters' coaches are parked behind Gates 10 and 11 plus in the Hurst Way lay-by. If there are many coaches the passengers will be dropped off at Hurst Way and the coaches parked off site until the end of the match. The away coaches will be moved after half time to Hurst Way for egress pick up straight after the final whistle. This ensures that home and away supporters do not predominantly arrive together and alight from buses and coaches close to their respective entry/exit points. However there have not been any significant issues pre-matches on the footprint for any events. There are over 10 eateries situated just outside the stadium which both sets of fans use without issue as well as a screen in the fan zone which often shows live football pre- and post-match. This has never caused friction but if intelligence were to be provided by the police or away club then the eateries would not be opened, and all food would need to be purchased off site or from the stadium. For the first team football matches, there is a separate pick-up point for home and away supporters for match day sales and collections although away clubs often sell out as RFC only offer up to 2,300 tickets to visiting fans depending on a risk assessment. The Ticketing Strategy (Document 8) explains how tickets are priced and methods of sale although all pre-event sales must be undertaken prior to the match day so this allows the Safety Officer to predict accurately the likely crowd size and demographic. The only area where unreserved seats are sold is to Club 1871 area, but the purchaser must be a member and season ticket holder and can only purchase 1 ticket. Also, all 15 and under must be accompanied by an appropriate adult in Club 1871 in a ratio of 1 adult to 4 fifteen year old's or under. Around the rest of the stadium any child aged 12 or under must have an adult with them which is what is also advised to away clubs who sell these tickets. For the away fans, it is situated outside the away turnstiles and for the home fans it is the main ticket office next to the RFC shop.

3. Ingress

Away fans enter via dedicated entrances, Gate 10 for the South Stand and Gate 11 for West Upper (GU 1,2,3), which is signposted all around the stadium plus all the stewards are aware of the layout of the stadium as it is briefed and is also on their lanyards (Documents 4.2a and 4.2b) plus RFC has a Customer Service Team whose task is to improve the customer experience and act as guides to those new to the stadium. All tickets, both home and away, are soft checked, and all supporters are searched and bags checked outside of the turnstile through which they wish to enter and thus away from the opposition fans. The turnstile system only allows fans to enter the stand to which their ticket is assigned. The computerised system also indicates the flow rates and capacity percentages so that the Safety Officer can gauge if capacity is being reached, and to manage any build up of queues outside the ground. CCTV is trained on areas where capacity is being reached and the stewards briefed. The turnstiles and gates are robust so to scale them or break in would be most difficult to achieve. There are Customer Service Team members who assist with ticketing queries if they occur. In line with the Ticketing Strategy (Document 8) a robust process throughout the stadium is in place to ensure the right fans go to the appropriate areas and there is no cross contamination of the crowd. This is supported by the way that away tickets are sold

which is to provide the away club with the number of tickets that they predict that they will sell. If the away allocation is sold out then no online sales can be made by anyone who does not have a history of purchasing from RFC as this reduces the likelihood of away fans purchasing in the home areas which is something that RFC wishes to strongly discourage. If the away club sell out then both clubs use social media and their websites to publicise this issue to discourage fans from travelling with no hope of gaining entry. If an away fan is identified in the home area then, if capacity allows, RFC hold back at least 20 seats which is clearly not publicised, they are moved to the away area but if there is no capacity or their behavior warrants it, then they are ejected for their own safety. If any fan attempts to gain entry without subjecting themselves to a search or attempts to enter intoxicated then they are refused entry.

4. Internal Circulation

Away fans are restricted to defined areas from R30 to R32 in the South Stand and GU1 to GU3 in the West Upper. The internal segregation gates between R29 and R30 (South Stand) and GU3 and GU4 (West Upper) remains closed at all times for first team men's football matches. Stewarding and response presence is pre-decided before the game based on risk, police intelligence and information from the away club, however it is dynamically risked throughout the game by the Safety Officer and senior stewards and more resources deployed if necessary, the stewarding operation is thus fluid and its agility permits threats to be dealt with as they surface throughout an event. The whole of the footprint is covered by CCTV which also allows for early intervention if required or for bars to be closed to reduce the likelihood of disorder. Response Teams and Stewards are deployed to the concourses pre-match and at half time to assist those working in the eateries and to manage the queues. They are also deployed to prevent any congestion near to the toilets and the television screens thus allowing the free flow of fans around the area to which they are entitled to be within. Eateries and bar provision, both internal and external, are sufficient for all fans and the external ones assist in ensuring that congestion does not occur within the stadium especially at peak times such as half time. All fans can exit the ground at half time in to penned areas but the home Green Stand fans are given a ticket to re-enter due to the configuration of this stand. If away fans wish to vape or smoke at half time then they can do so with the white segregation gate outside R30 providing a physical barrier on one side and barriers on the western side which are staffed by stewards creating a safety provision on the other side. This has caused no issues at all for any events. For home fans, they vape and smoke outside their respective stands some distance from the away fans. All fans can leave the stadium whenever they wish to do so but will only be re-admitted if this is during a half time break.

Within the Red and Yellow Stands there are first aid points in addition to the mobile first aiders supplied by St John Ambulance and SCAS Community Responders (Document 5.1). There are sufficient, equally distributed, entrance gates for all fans including disabled fans and viewing bays for wheelchair users and their supporters in all the stands (Document 4.22). There are adequate toilet provisions for all fans although RFC (Documents 4.15, 4.16, 4.17, 4.18 and 4.19) have not invested in "Changing Places" style toilets so the toilets for disabled supporters are accessible.

5. Egress

There are sufficient exit gates and routes distributed around the ground which are all well signposted. Fans do not need to travel any great distances from their seats to the car parks, bus stops or coach pick up points. The exit times are all well within the Green Guide advice (Document 3) and the stadium empties very quickly post event without queues forming due to the width of the exit gates and the fact that the surrounding area immediately outside of the stadium is a pedestrian zone and so free of vehicular traffic for a significant period of time and until pedestrian traffic levels have dwindled and it is safe to permit vehicular movement again. To the rear of the South Stand and the East Stand compound are gates which are closed meaning away fans on foot primarily exit via Hurst Way. This is designed to stop home and away fans from mixing straight after the match finishes. There is Barrier 2 situated at the top of Hurst Way (Document 4.20) and near to where the away coaches park which is supported by stewards and response teams and again funnels the away fans away from the ground and provides distance between the risk home fans who usually congregate in the East Stand near to Y26 (Document 4.22). The Club 1871 fans exit via Gate 9 and the white barrier outside R30 acts as a physical barrier and keeps the home South Stand fans apart from the away fans. Historically there is little attempted interaction between both sets of fans. RFC fans on foot mainly exit down Northern Way. There is also a visible segregation line of stewards and response staff at this location post event. Once away fans leave the area, the white segregation gates are opened on the direction of the Safety Officer. The queues for shuttle busses to the town centre are monitored by stewards and on CCTV from the control room and there may be a police presence placed around the station in town to provide a visible presence and to minimise crime and disorder. Traditionally there has been little anti-social behaviour between the 2 sets of fans on public transport.

6. Facilities

Each stand and area of the ground have their own self-contained ingress and egress routes plus emergency gates both pitch side and to the outside area of the footprint which are all staffed. The external ingress is via automated turnstiles which measure flow rates and capacity (Documents 8 and 9). Within each area there is sufficient toilet provision including accessible toilets, as well as easily accessible emergency phones and catering outlets (Documents 4.12 and 4.22). Both sets of ambulant and wheelchair user fans can sit with their fellow supporters and do not need to pass by the opposing fans when they enter or leave their viewing positions or the stadium (Document 4.22). Again, if there were to be an invacuation they would not undertake this by passing opposition fans. The ample medical provision is also separate however first aiders clearly may need to traverse between both sets of fans. There is a First Aid Post in the away stand and a further one in the East Stand (Document 4.22). There are toilet facilities, urinal troughs, urinals, gender neutral and cubicles as well as wash hand basins, than suggested by the Purple Guide and they are situated as follows:-

	Accessible	Male Cubicle	Female Cubicle	Urinal Trough	Urinal	Male Wash Hand Basin	Female Wash Hand Basin	Gender Neutral
Hospitality	4	6	21	22m	0	10	7	1
West Upper	2	8	14	46m	0	8	6	0
North	4	7	26	36m	0	10	14	0
East	2	14	40	64m	0	17	21	0
South	3	7	26	42m	0	10	14	0
West Lower	5	4	20	28m	0	8	10	0

Our fan split is on average 20% female and 80% male for men's fixtures and women's fixtures attract crowds not usually in excess of 1000. External toilet provision is by portable toilets with their own sanitisers as per music events and the such like.

According to nationally agreed calculations, in the Purple Guide, for events that run for 6 hours each area can accommodate the toilet needs, in normal conditions as follows: -

West Lower 2,000 men using cubicles, 2,000 women using cubicles and 4,200 men using trough urinals.

South 3,500 men using cubicles, 2,600 women using cubicles and 6,300 men using trough urinals.

East 7,000 men using cubicles, 4,000 women using cubicles and 9,600 men using trough urinals.

North 3,500 men using cubicles, 2,600 women using cubicles and 5,400 men using trough urinals.

West Upper 4,000 men using cubicles, 1,100 women using cubicles and 6,900 men using trough urinals.

Hospitality 3,000 men using cubicles, 2,100 women using cubicles and 3,300 men using urinals plus we have the 1 unisex toilet that is free from women and men to use.

All accessible toilets are within 40m of the wheelchair areas as advised by the Green Guide. The average male takes 45 seconds to use a urinal or a cubicle and then 30 seconds to wash their hands. A female takes 90 seconds in a cubicle and 30 seconds to wash their hands.