



NEWSLETTER

The final countdown is on for FSOA's anniversary Conference & Exhibition

The final countdown is on for the FSOA's Autumn Conference & Exhibition, which will celebrate 25 years of the organisation and everything it has managed to achieve to improve all aspects of stadium safety.

All space for exhibitors at The FSOA's Autumn Conference & Exhibition has now been taken, with just a handful of spaces remaining for delegates wishing to attend the much-anticipated event.

There are also only a few rooms remaining at the venue, The Crowne Plaza Hotel in Stratford-upon-Avon, for those wanting to stay overnight.

Final preparations are now being made for the event, on October 3rd and 4th, with a packed agenda of informative talks and discussions lined up. (A full agenda is included over the page)

More than 20 organisations from the safety and events industries have already signed up to showcase their products and services whilst representatives from dozens more have booked their places to network with fellow experts and learn about the latest in safety practices.

As it marks the milestone 25th anniversary of the FSOA, the event will include celebrations to honour the organisation's invaluable and ever-evolving work to improve safety procedures at stadiums across the UK. A celebration boat trip is among the highlights on October 3rd to mark the organisation's invaluable work in improving football and stadium safety.

Other highlights include a presentation about the need to change the current training requirements and procedures for stewards as well as discussions about the threat of terror at sports grounds. Whilst John Newsham will take members and guests down memory lane to look back over some of the landmark achievements of the organisation, FSOA Chair Sharon Cicco, and Vice Chair Mark Miles, will lead a discussion about the future, including whether members believe it should be rebranded or renamed to reflect changes in the industry and a possible broadening of its reach.

The conference & Exhibition will conclude with an evening dinner talk by football legend Kevin Keegan.

Events and venue security specialist, Showsec, is once again the main sponsor of the event whilst leading surveillance company, Dallmeier, is continuing its support of the FSOA as associate sponsor for the event.

John Newsham, FSOA Business Development Manager, said: "The final preparations are now being made for what promises to be another hugely successful FSOA conference.

"We are delighted that all exhibition space has sold out and that only a few places remain for people wishing to attend the event.

"The events are always well received as they bring together experts to network and share best practice. As the October event marks the 25th anniversary of the FSOA, we are hoping it will be an extra celebration of the wonderful work the organisation has done, and continues to do, to improve safety.

"We look forward to welcoming our members on October 3rd and 4th to celebrate the work of the FSOA over the years and look ahead to the next 25 years."



Agenda for the anniversary Conference & Exhibition

Anniversary boat trip celebration and curry quiz evening - Oct 3rd

- 3pm Hotel reception/registration for rooms
- 4.45pm Meet for celebration boat trip on decking area (weather permitting)
- 5.30pm Celebration Boat trip on the River Avon with complimentary drinks
- 6.30pm Meet in G's Private pay bar for Dave's curry quiz night

Exhibition & Conference agenda - Oct 4th

- 9am Registration and Exhibition - Please visit and engage with the exhibitors and sponsors who are supporting the association.
- 10am Conference - Introduction to the day from John Newsham
- 10.10am Chairman's Welcome - Sharon Cicco
- 10.25am Finance Report - Peter Houghton
- 10.35am Mark Harding - Showsec
- 10.40am Steve Hodges - Dallmeier
- 10.50am The FSOA - This is your Life 25 years on
- 11.15am Discussion for the future of the association - ~ Mark Miles/Sharon Cicco
- 11.40am Morning break for refreshments and Exhibition visit
- 12pm Claire Worley CTU Threat of Terrorism up-date
- 12.30pm SKY - Sarah Singleton - Guardrail heights for camera platforms at sports grounds
- 1pm Lunch and Exhibition, please visit our exhibitors.

Exhibition & Conference agenda - Oct 4th

- 2pm Aoife Hunt - Analysing crowd flow: can we plan for the worst case? company Movement Strategies
 - 2.30pm Let's Talk steward training - John Newsham
 - 3pm Refreshments and Exhibition
 - 3.30pm Open Discussion Questions from the floor to the panel. Chaired by Mark Miles *
 - 4.30pm Conference round-up and summary by Sharon Cicco with introduction to the evening's proceedings
 - 7pm for 7.30pm Aperitifs in the bar prior to the evening dinner, followed by an evening with Kevin Keegan & hosted by Andy Ashworth
- A chance to ask the panel questions on various topics or issues you may have. The panel includes:
- Sharon Cicco, (FSOA Chair)
 - Alan Wallace (Showsec FSOA's main sponsor)
 - Robert Eastwood (Football League)
 - Claire Worley (CTU),
 - Steve Hodges (Dallmeier Associate sponsors)
 - Karen-Eyre-White (SGSA)
 - Mark Salt I Q Verify / J Newsham (FSOA) (Training Issues)
 - Aoife Hunt (Crowd Dynamics)
 - Mark Searle (Footanstey) (Legal Issues)

With special thanks to our main conference sponsor, Showsec, and associate sponsor, Dallmeier



Crowne Plaza Hotel | Stratford-upon-Avon

Meet our exhibitors...



EXHIBITION SPACE NOW SOLD OUT!

Tuesday 3rd October: Curry & quiz night with celebratory boat trip on the River Avon is now completely SOLD OUT

Wednesday 4th October: Places still available for day delegates (£70)

ONLY A HANDFUL OF ROOMS AVAILABLE FOR OVERNIGHT STAYS

DON'T MISS OUT! BOOK NOW

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FSOA advises clubs to review steward search policies and use of force on fans

After some recent high-profile incidents involving football stewards, FSOA Business Development Manager, John Newsham, has penned an open letter to members advising policies are reviewed to maintain the reputation of the profession

“You will no doubt have seen the adverse national publicity about stewarding arising from recent incidents at Stevenage v Grimsby and Bournemouth v Manchester City. At Stevenage, there was outrage across the media about the fact that some 20 female away fans reported being asked to lift their tops and show their bras in public so that stewards could check the under-wiring. It is difficult to see how this type of search can possibly be justified and therefore the FSOA would like to suggest that their members review searching procedures to ensure there is no unwarranted breach of the human right to privacy. At Bournemouth, a steward was allegedly pictured holding a fan in a headlock and another steward was allegedly pictured manhandling a multi-million-pound player by his shirt. It is again difficult to see how the use of a headlock can ever be appropriate and laying hands on a player must surely be a wholly exceptional event. The FSOA would like to suggest that members review the use of force by their stewards to ensure only approved techniques are being used. There is also a world of difference between the safety procedures needed to manage the exuberant celebration of a late winning goal and the security procedures needed to deal with a hostile pitch incursion. We understand that stewards must react and respond quickly to incidents but it is essential that to maintain the reputation of safety officers and stewards - and to retain public confidence in what we all do to ensure the safety of all staff, players and spectators at football matches - that stewarding is performed in a lawful and legitimate manner. The players themselves must take some responsibility for their actions that can cause a reaction from the crowd like the one at Bournemouth recently. It is also the responsibility of the club to discuss with their players and management about their conduct pre, during and post any game to ensure they are aware of the impact their actions can have on a crowd. Football is a passionate sport but passions should not cause safety issues. Please remember Safety is no ACCIDENT.”

Invest in staff training to ensure they are prepared to keep your stadiums safe

Andy Maddocks, from FSOA preferred partner, *Intelligensa*, insists the cost of training staff properly in dealing with risks is far less than the cost of failing to do so if something goes wrong

You may recall reading the article in the last newsletter on the dangers of compromising on safety to save money. As training providers dedicated to helping organisations create safer working environments. Unfortunately all too often we come across companies cost-cutting when it comes to safety. The football sector is no different.

Some of the issues discussed in last month's article couldn't be more pertinent today. These include: 'are stewards and staff fully prepared to react appropriately if tensions arise?'; 'unintended death arising from an assault or negligence by an employer'; and 'tougher sentences caused by long standing and serious disregard for safety which was motivated by cost cutting'.

Under the Health and Safety at Work Act 1974, your club has a duty of care for the health, safety and welfare of all persons at the club, whether they are staff or supporters. This duty includes keeping them safe at all times. In order to achieve this, you must complete a suitable and sufficient risk assessment to reduce the risk.

You can apply numerous control measures and these can be balanced against the cost. However, there must be a balance and not a compromise of safety in order to cut costs. You will need to ensure that all stewards are appropriately trained for the tasks that they are expected to fulfil. Are your stewards aware of their lawful powers to eject, to detain, to use force on a person, how to use safe holding techniques and thereby reducing the risk of injury to stewards and supporters?

If not, you must ensure that they are, as their tasks may involve separating supporters from imminent disorder, ejecting them from the ground, detaining them, searching them or putting cordons in place, to name but a few.

Your club is vicariously liable for the actions or omissions of your staff. Steps can be taken to reduce this by taking reasonable steps to reduce the risk of the actions or omissions from occurring. This includes ensuring that all staff have received the appropriate up-to-date training that they need to fulfil their role as part of a suitable and sufficient risk assessment.

These risk assessments should be reviewed regularly and failure to put actions in place to further reduce the risk will very likely mean there has been negligence from the club, as mentioned above. For example, a steward may have to eject a supporter who has become violent and the restraint techniques used causes injury, disability or even death of the supporter. If in the subsequent investigation it transpires that the staff had not had any training or the training was conducted many years ago and not refreshed or the training was not suitable for the role, then there could well be a case for negligence against the club.

Clubs and security companies state: 'All our stewards are SIA trained so there is no need for it'. The SIA door supervisors training deals primarily with disgruntled or potentially violent customers in a non-violent way, to resolve through conflict management skills and if violence occurs to protect staff or customers from attacks. It is not designed to deal with very violent customers. More training is needed for this. Once someone gets their SIA licence there is no obligation to receive any refresher training. The licence is renewed every 3 years but there is no refresher training.

How long ago were your stewards trained to deal with these non-violent people? The onus is on the employer to ensure the health, safety and welfare of staff and supporters. We could now be back at lack of training, compromising safety through negligence and possibly cost cutting.

We regularly see incidents in football stadiums and there have been some high-profile incidents. If there is a serious injury or death in your stadium, there will be an extensive and intrusive investigation and one of the first documents that will be examined will be your risk assessment and what control measures were put in place to reduce the risk of the injury from occurring.

So, our advice to you, is to ensure your risk assessments are actually 'suitable and sufficient' for the risks. The cost of doing it is far less than the cost of not.

Call for a free trial session

01707 654317



Intelligensa

Football Steward Physical Intervention Training

- Train stewards to move and eject supporters safely, reducing the risk of injury to all concerned.
- Help your club comply with Health & Safety laws by keeping staff and supporters safe.
- Reduce the risk of legal action against your club.

"Intelligensa provide outstanding training to staff at Arsenal Football Club, giving staff the skills, knowledge and confidence to perform their roles."

Sharon Cicco, Event Safety & Security Manager, Arsenal Football Club



FOOTBALL SAFETY OFFICERS ASSOCIATION
EVERYONE'S 12TH MAN

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Premium design-led seating for world-class venues

Ferco are proud to have designed and installed seating in some of the most iconic sports stadiums across the globe.

With an extensive range of products from robust general admission seating to luxurious VIP chairs, Ferco can fulfil any requirement within your venue.

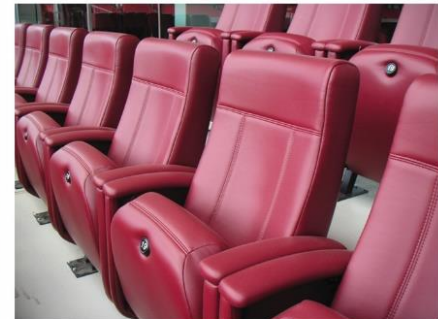
All our seats are designed with spectator comfort in mind, and engineered for low attrition and maintenance. Meeting strict British Standards, all our seating is rigorously tested for durability.

At Ferco Seating we are committed to innovation. Our RailSeat installation at Celtic Park was the first safe standing area in the UK - and we are poised for more pioneering developments following the introduction of our RailSeat 2.

Wherever the project, and whatever the specifications, Ferco can provide quality seating which will enhance your sporting venue.



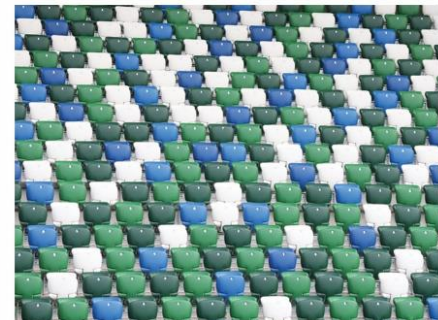
Ferco ARC VIP seat – Stamford Bridge



Ferco Riviera seat - Emirates Stadium



Ferco RailSeat - Celtic Park



Ferco FCB-M – Windsor Park



Ferco ARC Max – Villa Park



Ferco ARC One – King Power Stadium

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A Word From... resilience

Ian Kerr, Director of ID Resilience - specialists in resilience testing and crisis management - introduces the new ID Command

ID Command provides an event logging and incident management application designed to provide command, control and co-ordination for stadiums. Through our previous work with the FSOA, FSOAS, EFL, Rugby World Cup, UK Sport, European Tour and National Arenas Association, we have recognised an important need for an online live time incident management system.

Our electronic interactive system streamlines and rationalises paper logging, storing data securely and providing a robust evidence trail to protect decisions, decision makers and the reputation and integrity of the club itself.

The solution offered by ID Command will significantly improve current methodologies, enhancing capabilities in managing event and incident logging within stadiums by providing a technical tool for co-ordinating operations and recording incidents; with additional functionality for monitoring and reporting - invaluable during a match but also for post-event analysis and 24/7 operational site safety and security management.

ID Command provides a core product that facilitates 'off-the-shelf' use, however ID Command can also create bespoke product models for our clients and our team of resilience experts that will work with you to establish your full requirements and advise on areas where ID Command can save time, money and make your operations and co-ordination more efficient and resilient.

ID Command provides assurance for a safe, secure and resilient event, through the management of the right information to the right people at the right time.

Key benefits:

ID Command have developed a platform that, amongst other functionality, allows Event Control to manage an action log throughout the match; upload important information, match day reports and maps, in addition to providing the ability to run multiple logs whilst management can maintain oversight - and for all of the above to be recorded and interrogated in real time or at any point in the future.

We recognise that currently, the volume of paperwork on a match day is significant and ID Command provides the ability to streamline data capture and upload all match day related documents into a cumulative file which is then stored electronically, securely behind our encrypted servers.

The integrity of the data captured through ID Command is robust, no entry can be deleted and each keystroke monitored, providing a highly auditable system and providing assurance that records cannot be changed or altered providing the most accurate capture of decisions and actions.

ID Command is easy to use. Our team recognise that we do not want to overcomplicate the system and provide operators with a system that is intuitive and easy to use, ultimately saving them time and providing operators with a system that brings calm and order to what can be a chaotic and fast paced environment in Event Control.

Our system can provide multiple log-ins and run concurrent logs. Each of these logs has the ability to feed into a master log or indeed can notify key people if a decision or action is likely to need their attention through our notifications functionality. The notifications can be pre set to allow specific groups or individuals to be configured for quick time notification when and if required. This can be achieved either through the web based log or indeed the phone or tablet based app which is also provided within the offering.

As well as being an integral part of ensuring an evidence trail is captured and stored securely, ID Command also recognises that it can improve efficiencies and save time and staff cost through quick data recall, save on printing and storage of files which can be cumbersome and also helps reduce the carbon footprint of the club.

We want the data to work for you and as such, through reporting and trend analysis of the data we will be able to provide feedback on key times, incidents, and other key information that can ultimately inform decisions on matters such as deployment which may result in further savings and rationalisation of resources based on informed evidenced information.

ID Command stores data behind secure data storage servers and cloud back up to military grade encryption standard. This ensures your data is protected against cyber criminals and will be readily available to draw on when required, saving time and effort looking through archived paper folders.

Ultimately ID Command provides protection for your people and club and will integrate into match day and non match day operations to further enhance existing proactive approaches to stadium safety and security.

ID Command are passionate about safety, security and resilience at stadiums and would welcome the opportunity to work with members of the FSOA, building on previous work carried out through ID Resilience to implement our incident management system. This is an exciting opportunity and having worked with many members of the FSOA previously we understand the passion and commitment of safety officers and believe that we can work closely to champion the important advantages and benefits of using our system to enhance the resilience of industry systems and processes, integral to helping safeguard our people, stadiums and clubs in light of the many risks, challenges and threats that are present within the environment within which we operate.

ID Command look forward to demonstrating at the FSOA's prestigious 25th anniversary Conference & Exhibition and will be offering live trials. To book a scheduled time, please contact ian@idcommand.com or call 07968592547.

Government urged to address desire of football fans to stand at matches

The man in charge of football stadium safety in the UK has warned the Government it needs to address supporters' desire to stand during matches "before something goes wrong".

In what will be seen as a major breakthrough in the campaign for the return of authorised standing in the elite game in England, Ken Scott, the chief inspector of the Sports Grounds Safety Authority, admitted the problem of fans refusing to sit at all-seater grounds was "getting worse" and that so-called safe-standing areas would be "safer".

The SGSA is a body tasked by the Government with enforcing all-seater legislation brought in following the Hillsborough disaster but it also acts as an advisor to ministers on improving ground safety.

For it to publicly declare the status quo untenable - and even less safe than rail-seating - will therefore pile pressure on the Government to lift the ban on safe-standing areas at Premier League and Championship grounds.

Revealing plans to meet sports minister Tracey Crouch before the end of the year, Scott told the Soccerex Global Convention in Manchester: "We've been warning clubs and issuing guidelines about persistent standing in seated sections since 2002 and, if I'm brutally honest, it's not working.

"In fact, the situation is probably getting worse, so we've got to be interested in any new products that can address that.

"And, if you were to ask me is it safer to stand behind a barrier or to stand behind a seat, I think I know which is safer."

He added: "Persistent standing in seated areas is unsafe and we need to have a solution to the problem before something goes wrong."

Scott denied the law would need to be changed in England and Wales to allow elite clubs to follow Celtic's lead in installing rail seating but said it would require a shift in "Government policy, which they are not yet minded to do". - **Article from Ben Rumsby at The Telegraph**

NEWS FOR MEMBERS

Sadly we have to announce the passing of FSOA member, Gordon Taylor on September 6th.

Gordon was a member of the FSOA for over 20 years and had been the safety officer at Stockport County FC for 30 years.

Gordon will be sadly missed by us all.

The FSOA is delighted to welcome new members:

Katy Lavender, Deputy safety officer FC United Manchester
Kevin Stump, covering Gloucester FC & Swindon Town FC for (INSADIA)

Tim Wordsworth, Safety officer Carlisle United FC

Mark Smith, Forest Green Rovers

Gareth Sumner, Lancashire County Council

Details of upcoming regional meetings:

SE Regional meeting: Wednesday 27th September

10am for 11am start

Ipswich Town FC

NW Regional meeting: Thursday 21st September

Liverpool FC

11:30am for 12pm guided tour of new facilities

Followed by lunch and meeting at 1pm

For more information about the FSOA, to learn more about the benefits of being a member, to book your place at our October conference or to enquire about advertising in this newsletter for as little as £50 per month (+VAT), visit www.fsoa.org.uk, email info@fsoa.org.uk or call 01254 841771

