



# NEWSLETTER



**FSOA: Making A Difference** with stewarding support

# Bradford safety boss praises FSOA stewarding initiative

*Article by Peter Houghton, FSOA Finance Officer*

**The Safety Officer in charge at Bradford City has praised the Showsec-FSOA initiative to support lower league clubs with potentially challenging fixtures after benefiting from a team of stewarding staff for a clash with Barnsley.**

The initiative swung into gear for the new season on 11th August 2018 for the West Yorkshire vs South Yorkshire 'derby'.

In recent seasons this match has taken place towards the end of the season when neither club could be promoted or relegated and around the anniversary of the Valley Parade fire. Barnsley fans have generally respected the occasion and supported fundraising efforts.

However, this season the match appeared on the schedules at the start of the season when valuable league points were at stake with the new campaign very much at the forefront of supporters' minds.

Bradford City's Safety Officer, Jonathan Heaton, was pleased to be able to take advantage of the initiative and our Platinum Partners, Showsec International, were able to provide a team including a Supervisor and SIA stewards to assist him on the day. Jonathan took over the reins at Valley Parade last September, so this is his first pre-season and full season at the helm. He said: "I met the Showsec team at 12 noon on the day of the event. I conducted a full stadium induction and went through my operational order with all staff to give them as much information as possible. To be fair all the staff did a fantastic job and slotted in well with the regular BCAFC staff. I never got a chance to say thank you and I really hope they enjoyed the experience of working at the Northern Commercial stadium."

The feeling was echoed by Showsec's Area Manager for the Leeds/Bradford Area, Sam Hodkin. He said: "The staff really enjoyed it and for me, it was a great opportunity to work with a club that I have tried to get involved with for some time. On this occasion, we provided response teams for the away end.

"As you know, we have a variety of skills and functions we can fulfil including search, response, segregation, hospitality and player protection. The benefits to FSOA members are that we are a national company that can draw on the experience of staff that regularly work at clubs such as Manchester City, Rotherham United, Blackburn Rovers, Burnley and Stoke City."

Asked if he would consider taking advantage of the initiative again should he be presented with a challenging fixture, Jonathan said: "Absolutely! For me it's a no brainer! There is nothing to lose and I would say to anyone offered this service "Go for it ". I'm so glad I did and would love to take advantage of this again in the future". He finished by sending both the FSOA and Showsec a massive "Thank you" for a successful operation.

The ever-increasing demand for SIAs has long been a topic of discussion between security companies, and indeed the FSOA. Staff retention at this level is often high on the agenda, especially as the numbers renewing their licences appear to be dwindling and are not getting replaced by younger stewards wishing to improve themselves. There are ongoing issues regarding the pay differentials as promoters seek to nail down expenditure and a number of SIAs have pointed to this as a key reason for not renewing their badges.

It is unlikely that the demand for additional security staff will reduce any time soon as promoters, local authorities and football clubs continue to search for ways to provide new events at their venues.



Read the Case Study of the match on the next page

## FSOA: **Making A Difference** with stewarding support

# CASE STUDY: Bradford City Vs. Barnsley

*-With Bradford's Safety Officer, Jonathan Heaton*

### How long before the match did you start your planning?

I actually started looking at the Barnsley Fixture pretty much as soon as the fixtures were released at the end of June. This match was highlighted as potentially one of our biggest home games of the season and with it being our first home game I wanted to ensure that every eventuality was covered.

### Who did you consult in terms of intelligence and information gathering?

I spoke with our DFO some three weeks before the game as part of my due diligence and we had another meeting the week before to discuss our match day operation plans in greater detail. Steve Bailey, Barnsley's Safety Officer, was a massive help to me and we spoke a few times in the run up to the match.

### Did you do anything different in terms of planning for this match compared with others? If so, what?

No, not really other than starting the planning process much earlier.

### How did your resourcing for this match differ from others?

It didn't too much as this fixture was categorised a CAT B which enabled me to supplement my segregation line with Police and reduce my stewarding numbers slightly. My overall numbers were very good on the day.

### What challenges were you expecting that were different from other matches?

The forecast for the away following was obviously a major factor, we anticipated an attendance of around 1,700 and actually sold the full allocation of 2,500 by mid-week. This was always going to be tricky and the fact Barnsley were in the Championship last season we didn't really know what to expect in terms of potential issues etc. Again, Steve Baileys input was a massive help to me. Bradford City have also gone through a massive personnel change introducing a brand new coaching team & signing 15 new players during the summer so the Bradford City supporters were always going to be out in good numbers to cheer on the lads.

### Did anything happen that you didn't expect? If so, please give details

Absolutely nothing. Pleased to say that everything went well considering it was our first home game of the season – Some of the stewards were a little rusty but for me we delivered a very good and safe operation.

### Would you do anything differently if you were planning this match again? If so, please give details.

No, nothing. I conducted my due diligence nice and early which for me was the key to running a safe event.

### You were assisted in your resourcing by the FSOA. How do you think the Showsec team performed on the day? Did they meet your expectations? Please give details.

I met the Showsec team at 12 noon on the day of the event. I conducted a full stadium induction and went through my operational order with all staff to give them as much information as possible. To be fair, all the staff did a fantastic job and slotted in well with the regular BCAFC staff. I never got a chance to say thank you and I really hope they enjoyed the experience of working at the Northern Commercial stadium.

### Would you seek this type of assistance again if a similar match occurred?

Absolutely, for me it's a no brainer! There is nothing to lose and I would say to anyone offered this service "Go for it". I'm so glad I did and would love to take advantage of this again in the future.

### Anything else to add?

Just want to go on record to say a massive thank you to the FSOA and of course to the staff at Showsec. Hope to see you again in the near future.

## FSOA: Making A Difference with stewarding support

# Funding provided for Grimsby Town derby clash amid disorder fears

The month of August is notoriously busy for Crowd Management and Security companies as the music festival season is still in full swing at the same time as the new football season is getting under way. This creates an excessive demand for SIA-rated stewards across the whole spectrum and the nation's major providers, Showsec, G4S and Stadium TM all reported that their resources were at full stretch when demand peaked over the weekend of 18th August 2018.

Indeed, during August, we saw American artist, Kevin Hart, arrive in the UK for his "Irresponsible" Tour. Because the use of audio and visual recording equipment can seriously compromise the tour, Kevin has a strict "No mobile phone" policy at his shows and promoters were instructed to provide additional resources at their venues to remove individuals who failed to adhere to the policy. This meant that at some venues, security companies were parading more staff than at an outdoor festival with onsite camping!

This threw up a bit of a challenge for Nick Dale at Grimsby Town FC who was hosting a "derby" against Lincoln City on 18 August 2018. Previous post-match reports posted on the FSOA website suggested this might prove a tricky afternoon for Nick as there has been disorders at the fixture in the past.

Indeed, police had also been prepared for potential disorder and announced ahead of the game that they would be running a large operation with significant presence and 'spotters' monitoring Lincoln City fans as as nearly 2,000 away fans made the journey to Blundell Park. FSOA colleague, Pete Wallace at Scunthorpe United, was able to assist with additional stewarding resources and a local security company, Security 4 Europe Ltd, provided an additional team which the FSOA was happy to support with funding.

Nick said that Security 4 "sent experienced stewards that were instantly functional as search stewards and did a great job on the day". "As a result of the extra staffing we were able to have a completely incident free local derby against Lincoln," he added.

Nick was pleased to report that his fixture passed without incident and that additional resources he had at his disposal played a major role in making that possible. At this stage, Security 4 are not an official partner of the FSOA, but it was pleasing to see that the company could step into the breach for Nick at short notice and maybe in the future we might see them joining the Association.

*Well done to both Nick and Pete for collaborating on this project and to Nick for delivering a positive outcome.*

## How can we help you?

### Steward Training

The FSOA has been at the forefront of ensuring stewards are best trained to cope with their ever-changing role for 26 years, and is continuing to do so by working with partner organisations to explore options around an alternative nationally-accepted stewards training package and accreditation process that is fit for 2018 and beyond. The FSOA proposes a new qualification that would streamline the initial training programme, make stewards undergo refresher courses every three years and allow Safety Officers to train, assess and qualify their own personnel. The FSOA will also lobby clubs to ensure stewards are paid appropriately for what they are asked to do.



### Steward Support

The FSOA works with leading security and crowd management expert, Showsec, to fund extra stewards for lower league clubs when they need it, such as FA Cup clashes with larger clubs that draw higher-than-average crowds. If instances occur when additional Showsec stewards are not available to support clubs during such matches, opportunities are available for funding support from the FSOA. Helping clubs to properly steward games is a major part of the work we do to improve stadium safety and ensure a safe match day experience for all spectators, whatever the level.

**Could your club benefit from stewarding support or advice?**

**Call 01254 841771 or email [info@fsoa.org.uk](mailto:info@fsoa.org.uk) for information**

## Sharon steps down as FSOA regional Chair



Sharon Cicco has announced she will be stepping down from her role as FSOA South East Regional Chair.

Sharon, Arsenal FC's Operations and Safety Manager, has spent 13 years in the role. She will remain an active member of the FSOA.

She said: "Having recently returned to work after an extended period of absence due to family illness, I have decided that now is the right time for me to hang up my boots as Chair of the South East Region.

"This has been a very difficult time for me and my family, throughout which, Arsenal and many of my friends and colleagues within the FSOA and wider football family have been immensely supportive.

"I have thoroughly enjoyed my 13 years as SE Chair. I have met some wonderful people and been privileged to be involved in a number of wider projects on behalf of the Association as we continue our work in football safety.

"I still intend to remain an active member of the association and will continue to represent the FSOA at meetings locally if required."

SE Region Deputy Chair Craig Witham, from Leyton Orient FC, will take on the role of Chair following Sharon's departure from the position.

John Newsham, FSOA CEO Consultant, said: "On behalf of the FSOA Management Board, and indeed all members of the FSOA, I would like to thank Sharon for all of her hard work and dedication in her role as SE Chair since 2005.

"We know this has been a difficult decision for her to make after 13 years in the position, ensuring all members in the SE Region have their voices heard.

"We are delighted she will remain an active member of the FSOA as the organisation continues to seek and promote best practices in sports safety in a rapidly-changing industry.

"I would also like to take this opportunity to wish Craig much success in his new role."

Sharon recently stepped down from her role as FSOA Chair after five consecutive terms. As the figurehead of the organisation, she was committed to raising the profile of the FSOA and its work, representing the association on numerous committees and working parties, including working with governing bodies to develop football steward training resource 'On The Ball'.

She was succeeded by Mark Miles following a unanimous vote at the FSOA's AGM Conference in March this year.

## Mitre and Kick It Out working together for football inclusion

Training company Mitre Group is proud to be working with Kick It Out to ensure inclusion throughout football - as both organisations celebrate milestone 25th anniversaries.

Kick It Out are football's equality and inclusion organisation, which works throughout football, educational and community sectors to challenge discrimination, encourage inclusive practices and campaign for positive change.

Mitre have been working with Kick It Out to help upskill staff across all levels of football clubs throughout England and Wales from CEOs to stewards, match day catering workers and ground staff. Each and every member of the club can help tackle racism and inequality through appropriate training.

Both Kick It Out and Mitre have vast experience in the football industry and have a great understanding of the challenges which are faced and the need for specific training across many areas of a professional club.

Keeley Baptista, programmes manager for Kick It Out, said: "We have over many meetings discussed at length how we can work together to help clubs and we signpost professional clubs to Mitre when asked about training providers, this is due to Mitre's vast experience of the sector and also a real absence of appropriate equality training available for match day stewards and other staff and this is something Kick It Out are keen to put right" Keeley continued "Mitre have a clear understanding of the need for training, married with knowledge and experience of having worked in the game and with professional clubs, their skills are adaptable to the challenges and varied requirements of clubs, irrelevant of their size and stature – that's extremely important to such a specialist sector".

Jennie Bowmer, Managing Director and Mitre (pictured right) said "As Kick it Out are a small independent charity with low numbers of staff and large outputs of work, they don't have the resource to be able to provide the required level of training professional football clubs require. This is where Mitre are able to help by providing tailored accredited training for academies, core staff and stewards which in turn provide clubs with staff with the prerequisite knowledge base and skills required.

Mitre recently launched the Mitre Group Apprenticeship Academies which provide world-leading programmes tailored to clubs' unique needs, delivered by the countries leading trainers along with access to a digital portal to support learning. The hubs are Tottenham Hotspur (London Hub), Derby County (East Midlands Hub) and West Bromwich Albion (West Midlands Hub). These hubs further support the equality and diversity training required and allow clubs to collaborate and discuss best practice.

Kick It Out is funded by The Football Association (FA), the Professional Footballers Association (PFA) and the Premier League and the English Football League (EFL).

For more information visit [mitregroup.co.uk](http://mitregroup.co.uk) / [kickitout.org](http://kickitout.org)



# David Duckenfield pleads not guilty to Hillsborough manslaughter charges

David Duckenfield, who was in command of the 1989 FA Cup semi-final at Hillsborough stadium when 96 people were killed, has formally pleaded not guilty to manslaughter charges at Preston Crown Court.

The former South Yorkshire police chief superintendent made his plea by video link on September 10th.

Graham Mackrell, at the time the secretary and Safety Officer of Sheffield Wednesday – the owners and operators of the football ground – also entered a plea of not guilty to two criminal charges of breaching safety legislation.

This was the first time both defendants had formally entered a plea to the criminal charges since the judge, Sir Peter Openshaw, ruled in June that their prosecutions should go ahead.

Duckenfield is charged with manslaughter by gross negligence in relation to 95 of the people who died. No charge has been brought regarding the 96th victim, Tony Bland, who was 18 when he went to Hillsborough to support Liverpool at the match against Nottingham Forest.

Bland sustained severe brain damage due to loss of oxygen in the crush on the Leppings Lane terrace, and remained on life support in hospital for four years. The life support was turned off after a court application by his family, based on medical evidence that he would never recover from his vegetative state.

Duckenfield has not been charged in relation to Bland's death because a manslaughter charge in 1989 could not be applied if the victim died longer than a year and a day after the alleged criminal acts occurred.

The names of the 95 people with whose deaths he is charged were read out by the court clerk, Mark Nicholson, to Duckenfield during the hearing. A group of family members whose relatives were among those killed at Hillsborough were in the court's public seats. When Nicholson asked how he pleaded to the charges, Duckenfield replied "not guilty" in a clear voice.

The maximum sentence for manslaughter by gross negligence is life in prison.

Mackrell is accused of being culpable for Sheffield Wednesday's failure to agree with the police before the semi-final the arrangements and number of turnstiles for admitting Liverpool supporters into the Leppings Lane and north-west terraces, in contravention of the club's safety certificate for Hillsborough.

The second criminal charge accuses Mackrell of failing to take reasonable care for people's health and safety under the 1974 Health and Safety at Work Act.

He is alleged to have failed as the club's safety officer to take reasonable care in relation to arranging for sufficient numbers of turnstiles so "no unduly large crowds would be waiting for admission", and in drawing up contingency plans for coping with "exceptionally large numbers of people arriving at the ground", and to deal with situations where the available entrances "have proved insufficient to stop unduly large crowds from gathering outside".

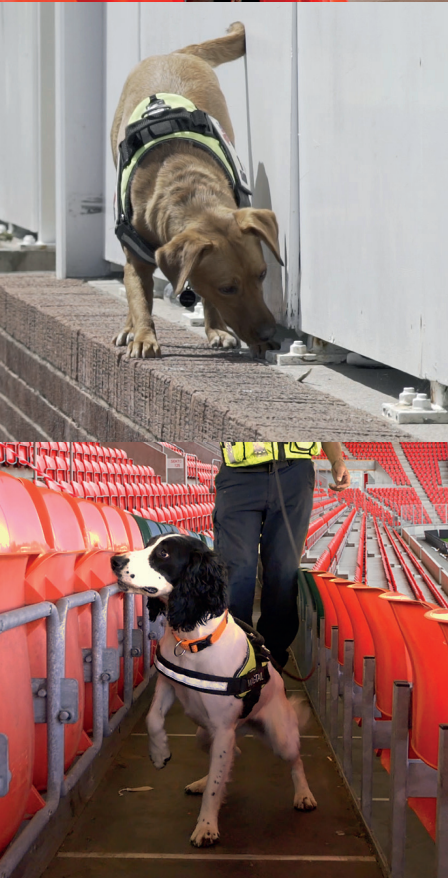
The maximum sentence for the first charge is two years in prison; for the second, the maximum is an unlimited fine.

Three other men face criminal charges in relation to the disaster: Donald Denton, a former South Yorkshire police chief superintendent, Denton's then deputy, the former chief inspector Alan Foster, and the then South Yorkshire police solicitor, Peter Metcalf, are charged with doing acts with intent to pervert the course of justice.

The trials of Duckenfield and Mackrell are listed to start in Preston on 14 January.



-Article from The Guardian



## Providing safety, assurance and security in an uncertain world

EDD are specialists in explosive, pyrotechnic, firearms and drug detection.

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EDD is part of Wagtail Holdings Limited, international specialists in detection dogs and dog handler training. Wagtail Holdings Limited currently has contracts with government agencies in the UK and overseas for explosives and drug detection dogs and related services.

# Final countdown to FSOA October conference is on!

The final countdown is now on for the FSOA's much-anticipated Autumn Conference & Exhibition - with only a handful of spaces remaining for day delegates. The event will be staged at the Crowne Plaza Hotel, in Stratford-upon-Avon, on October 16th and 17th.

More than 20 partner organisations are signed up to exhibit at the event to showcase the latest technologies and solutions available in stadium safety, including CCTV solutions, drugs detection dogs, IT support systems and steward training providers.

A packed agenda of speakers has been lined up for the event covering a range of topics including an update from the Counter Terrorism Unit, GDPR, the World Cup, Safe Standing, Safety Officers' experiences and the Manchester Arena bombing. Boxing legend, Frank Bruno MBE, will then entertain guests as our VIP after-dinner speaker.

The menu for the evening dinner can also be found opposite. (Could anyone wanting the vegetarian option please email the request to the FSOA Office asap!)

John Newsham, FSOA CEO Consultant, said: "The October Conference & Exhibition is just around the corner and final preparations are now being made, with conference booklets and agendas now at the printers.

"All overnight room allocations have now been filled and there are only a handful of places available for day delegates so please book your place soon if you don't want to miss out. We are looking forward to seeing all of you there for what promises to be another fantastic event with a packed programme of activities and talks from a variety of guest speakers on a host of interesting topics that we hope will assist you all in your working roles within sports safety."

The FSOA wishes to once again extend its thanks to main conference Sponsor, Showsec, Associate Sponsor, Dallmeier, and boat sponsor, Event Detection Dogs.

## Conference Menu

### Starters

Chicken liver parfait  
 Spiced pear chutney, crostini, micro cress

Marinated feta and watermelon salad (V) (GF)  
 Sunflower seeds, rocket, balsamic

### Mains

Roasted rump of lamb  
 Potato and garlic gratin, merlot sauce

### Vegetarian

Roasted vegetable wellington (v) (VE)  
 Tomato and Red Pepper Coulis

**All dishes are served with seasonal vegetables**

### Dessert

Sticky Toffee Pudding (GF)  
 Caramel Sauce

Selection of fine English Cheese  
 Celery, grapes, crackers & house chutney,  
 coffee or tea.

## Meet our exhibitors



**To book your place at the conference, call the FSOA office on 01254 841771**

# Conference Agenda

October 16th

Time	Activity
<b>3pm</b>	Hotel reception/registration for rooms
<b>5pm</b>	Meet on outside decking for boat trips
<b>5.15pm</b>	Dallmeier boat boarding
<b>5.30pm</b>	Event Detection Dogs boarding
<b>6.30pm</b>	Curry/Fish n Chips. Followed by fun in the Seymour Bar. With comedian Lea Roberts hosted by Andy Ashworth

October 17th

Time	Activity
<b>9am</b>	Registration and Exhibition ~ Please visit and engage with the exhibitors and sponsors who are supporting the association
<b>10am</b>	Conference ~ Introduction to the day from John Newsham
<b>10.05am</b>	Chairman's Welcome and the FSOA moving forward ~ Mark Miles
<b>10.25am</b>	Nomination for Honorary Memberships ~ Jim Chalmers
<b>10.35am</b>	Dallmeier - Steve Hodges
<b>10.40 am</b>	SGSA Green Guide Up-date ~ Rick Riding
<b>11am</b>	CTU Threat of Terrorism update - Claire Worley
<b>11.30am</b>	Morning break for refreshments and Exhibition visit
<b>12pm</b>	GDPR ~ Jez Gobran
<b>12.20pm</b>	The Manchester Arena bombing - Showsec's Alan Wallace
<b>12.45pm</b>	Lunch and Exhibition. Please visit our exhibitors

Time	Activity
<b>1.30pm</b>	Safety Officer's Experience ~ Pitch incursion during semi-final at Hampden between Rangers and Hibs ~ Brian Muir
<b>2pm</b>	Safety Officer's Experience - Lessons learnt from music festival at Newcastle United - Steve Storey
<b>2.30pm</b>	Level Playing Fields ~ 'Where are we with access and inclusion at sports stadia?' ~ Owain Davies
<b>2.45pm</b>	'Safe Standing' - Open debate/discussion facilitated by Mark Miles
<b>3.10pm</b>	World Cup operation Home and Away ~ Chief Superintendent Steve Graham (West Mids Police) and Chief Inspector Joe Stokoe (Met Police)
<b>3.30pm</b>	Refreshments and Exhibition
<b>4pm</b>	Open Discussion - Questions from the floor to the panel
<b>5pm</b>	Conference round-up and summary by FSOA Chair with introduction to the evening's proceedings
<b>7pm for 7.30pm</b>	Aperitifs in the bar prior to the evening dinner, followed by an evening with guest speaker Frank Bruno & hosted by Andy Ashworth



# Safe standing review to look at crowd behaviour

A government review of safe standing at football grounds will look at whether crowds behave worse if allowed to stand than when they are seated.

The review will also examine research on the risk of injury to fans persistently standing in seated areas.

Sports minister Tracy Crouch announced the review in June, saying that it would look at the evidence and data around the issue.

All-seater stadiums are compulsory in English football's top two divisions.

Standing was outlawed in the top flight and Championship by the Football Spectators' Act in 1989. The legislation was brought into force following recommendations made in the Taylor Report into the Hillsborough disaster, which claimed the lives of 96 Liverpool fans.

However, supporters have long campaigned to be allowed to stand at matches, citing improvements in safe standing technology.

Earlier this year 94% of the 33,000 respondents to an EFL survey said fans should be allowed to choose whether they want to stand or sit at games.

An online petition then prompted a Parliamentary debate on the issue, at which Crouch announced a wide-reaching review,



stating that the Government doesn't "have data or evidence to make a decision either way on this".

The government's Department for Digital, Culture, Media and Sport (DCMS) has now issued a tender document setting out the terms of reference for the review.

The "impact of standing on disorder" is among the areas that will be examined, the document says, along with stadium and seating design and technology and approaches to crowd management.

The review is expected to be completed by the end of the year.

After a long-held opposition to any change in the law, the government is now taking action.

The DCMS-commissioned review will examine if safe standing is feasible for England's top two divisions.

A section of Celtic's ground was converted in 2016 and this will also be scrutinised.

Advances in stadium design and growing enthusiasm from supporters are both now clearly established - but the sports minister Tracey Crouch will want to be thoroughly convinced over the available evidence, primarily in relation to safety, that a policy change is justified before backing any reforms.

## First glimpse of Tottenham's new stadium in Fifa 19



EA Sports have released the latest glimpse of the new Tottenham Stadium as it will appear on FIFA 19. Spurs were due to move into the new 62,062-seater stadium in time for the Premier League clash against Liverpool earlier this month. However, the £850million stadium project has been delayed until at least November following issues with the critical safety systems.

Spurs continue to work towards moving to their new home before Christmas, and have said it could yet be ready by the end of October. While the club wait to move in, fans can get a taste of what the new stadium will look like on FIFA 19 with the ground featured on the latest edition of the popular video games series.

Tottenham's new 62,000-seater stadium has been "future-proofed" for safe standing. The club have prepared the ground for a potential change in the law by creating "a purpose-designed 'safe seating' concept whereby safety and spectator comfort are given equal precedence, using the same moulded seats as in the rest

of the general admission areas". The club have planned for possible safe-standing in the new 17,500 capacity single-tier South Stand - which was the first to sell out amongst season-ticket holders - and in the away end where the club has "had issues with persistent standing" at White Hart Lane, according to reports.

**(Image courtesy of EA Sports)**

# News briefs for Members



The FSOA is delighted to welcome new Corporate Partner, **UK Brand Sales**. The company is behind the innovative Vivid Water In A Box, which it is hoped will be taken up by football clubs across the UK.



Company bosses were fed up of seeing plastic bottles discarded everywhere around our planet and thought there had to be a better way. So they had a very simple idea; re-package water into something that's better for the environment, better for our health

and accessible to everyone. Vivid Water in a Box has been created with the long-term aim to encourage people to change their habits when it comes to choosing a water brand and to go for cardboard instead of plastic.

\*We are sure you will also join us in welcoming another new Corporate Partner, **Inverroy Crisis Management**.

\*We are delighted to welcome new FSOA members, **David Chell** and **Bevan Middleton**, both from Lancashire FA, and **Stephen McCarron**, Lead Consultant and Technical Manager for Fairhurst, in Glasgow.

**Upcoming Meetings:** EM region: September 27th at Leicester Cricket Club; WM region: September 27th at Wolves FC; NE region: September 27th at Sheffield Wednesday FC.



## Making a Difference

For more information about the FSOA, to learn more about the benefits of being a member or to enquire about advertising in this newsletter for as little as £50 per month (+VAT) visit [www.fsoa.org.uk](http://www.fsoa.org.uk), email [info@fsoa.org.uk](mailto:info@fsoa.org.uk) or call 01254 841771

