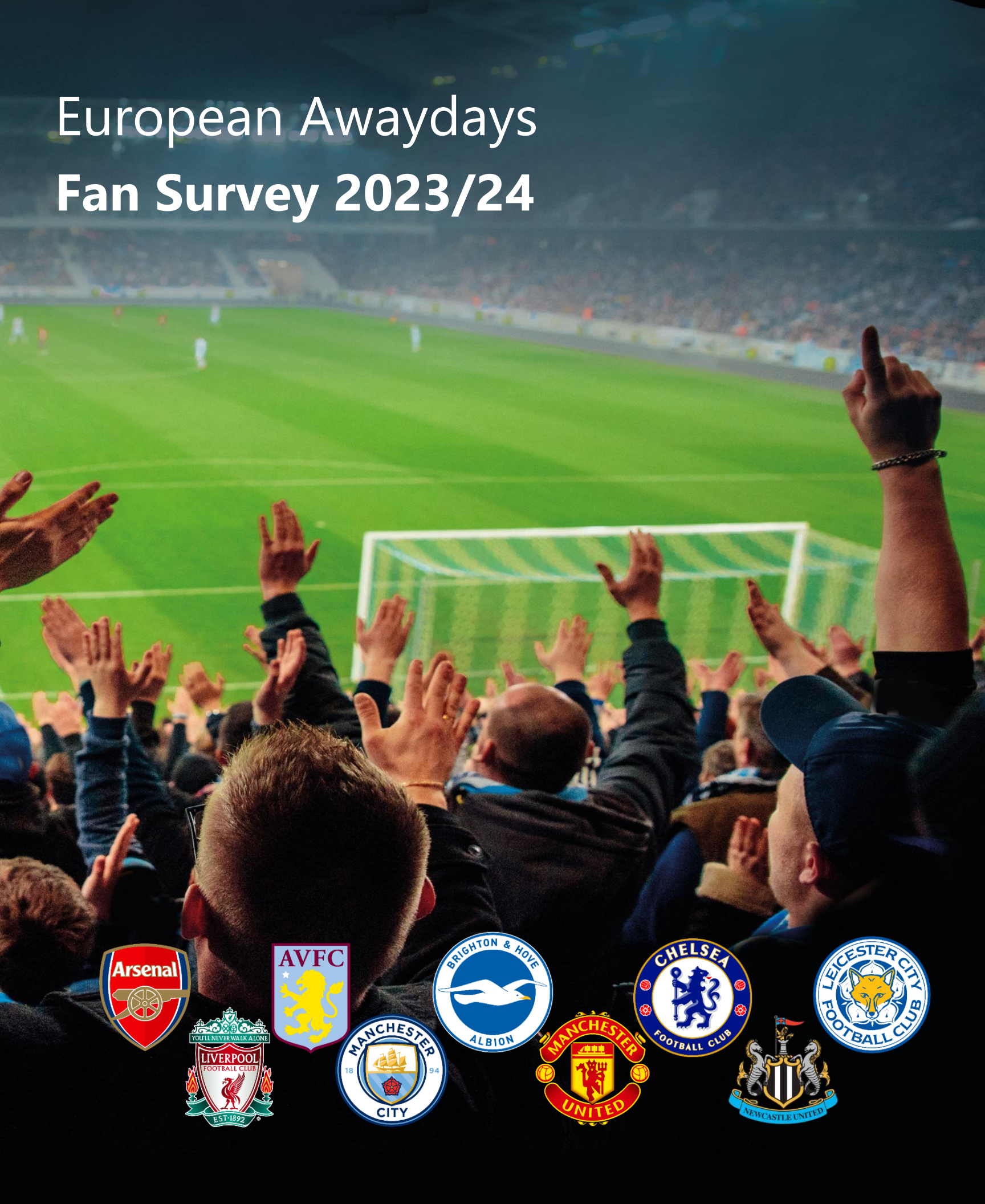


European Awaydays Fan Survey 2023/24



Introduction

Following the events of the 2022 UEFA Champions League Final in Paris and the mistreatment of Liverpool fans, it was hoped that the subsequent reviews and outcry would mark a watershed in the experience of English supporters following their teams in Europe.

Subsequent events, in particular the arrangements for Manchester City supporters seeking to attend the 2023 final in Istanbul, suggested this wasn't the case and that lessons were not being learned.

Whilst these examples were particularly high profile and serious, it is not unusual for English supporters to report concerns about their safety and treatment at fixtures on the continent. Reports by Dedicated Football Officers (DFOs) to the United Kingdom's Football Policing Unit (UKFPU) generally corroborate fans' concerns and confirmed there are certain venues where the same problems are repeated. The testimony provided by fans was powerful but as is often the case, until there is further verification their concerns are frequently dismissed, disputed or downplayed.

The primary objective of UK Police deployed to support overseas law enforcement at football matches is to keep British nationals safe. It is important to note that UK officers deployed abroad do not have any powers and are dependent on their hosts as to how they are deployed. They seek to influence the policing style of local law enforcement, act as a conduit with our own supporters and where necessary gather evidence or intelligence relating to criminal acts.

To make evidenced-based interventions to local authorities, stadium management, UEFA and others, it is important that we collectively gather a body of material that can assist in developing effective safety arrangements for all supporters before issues arise and where organisers fail to respond appropriately, hold them to account.

This report will provide the basis for regular updates by supporters and UK police officers and a source of local information to those fans travelling abroad. It will be updated for every game played in Europe where supporters complete the survey, and it is hoped that the identified issues will be remedied to create a safer and more welcoming experience for supporters following their teams.

From this initial assessment there are several venue specific issues identified as well as consistent reporting about the policing style in various countries. Wherever possible the reports of supporters are corroborated and whilst some specific comments are highlighted, in the main the opinions of fans left to speak for themselves.

Mark Roberts QPM

Chief Constable UKFPU

Method

Surveys were distributed to supporter representatives/ groups of all English teams participating in European competitions from season 2020/21 onwards. They included the opportunity to include incidents from a wider period if there were concerns.

The completed surveys are included as an appendix for absolute transparency as to the feedback received. Dedicated Football Officers (DFOs) were asked to confirm where they had witnessed issues raised for additional corroboration.

Based on the St Denis Convention¹, which is recognised by European law enforcement and UEFA, fans were asked to comment on their experiences at stadiums around the three pillars of Safety, Security and Service. Each of these elements are mutually interdependent and influence the others. The reports from supporters are summarised below, highlighting only those examples of particularly positive and negative experiences. Clubs completing the surveys were as follows:

- Arsenal
- Aston Villa
- Brighton
- Chelsea (report submitted but in alternate format)
- Leicester
- Liverpool
- Manchester City
- Manchester United
- Newcastle

The intention is that going forward, each time an English team plays in Europe, the DFO will work with supporters to complete a further report in order that we continue to build a current and accurate picture. The aspiration is that other countries in the NFIP working group will adopt a similar approach to broaden the evidence base.

How will this Report be used – the ‘so what’?

This report will be made public and regularly updated. It will be shared with UEFA and the National Football Information Point (NFIP) network so that clubs and law enforcement hosting English teams are aware of the perceptions of visitors to their stadiums and cities with a view to addressing concerns. It will form part of the UKFPU pre-deployment briefing of policing delegations who accompany teams playing in Europe. Where there are concerns, the expectation is that the Head of Delegation will raise them at pre-event planning visits and security meetings prior to the fixture. Where appropriate the FCDO and UEFA delegates should be engaged. It is important that where there

¹ The Council of Europe 'Convention on an Integrated Safety, Security and Service Approach at Football Matches and Other Sports Events'

are foreseeable problems they should be highlighted to all parties, including the media, in order that they can be addressed in a transparent and effective manner.

Summary

Clubs are detailed by country in alphabetical order. The summary only highlights particularly positive and negative feedback – the full responses are contained in the final section of the report. Where there are specific concerns, or repeated issues, the report highlights them with specific comments or recommendations. These are made about the individual host clubs and where applicable, the country's approach.

Austria

FC Lask – From arrival in the city the policing was exemplary – fair and friendly. Treated as visitors not football supporters contributing to a fantastic atmosphere of calmness and respect. Policing was low key with trouble free access. Stewarding was of a high standard and fans felt safe. No negative feedback at all for police, stewarding or home supporters.

(Liverpool, UEFA Champions League, 2023/24)



RB Salzburg – Salzburg should be seen as the perfect host. Facilities in the stadium were good, away fans allowed to leave at full time and provided buses straight to the city centre. People so friendly. Police were brilliant.



(Chelsea, UEFA Champions League, 2022/23)

Comment: Whilst there is a limited data set involving Austrian clubs it is noticeable that both Liverpool and Chelsea fans were so positive in their feedback in terms of stewarding and policing style.

Belgium

Union SG – This game was played at Anderlecht's stadium due to capacity issues at Union's ground. Liverpool supporters' groups met with officials and local fans before the game and this is excellent practice with clear benefits. This facilitated crucial information sharing with the local police identifying areas to avoid due to local ultras. The Liverpool fans responded to this, listened to the advice and as a consequence it was the first time in 20 years visiting supporters were not held back.

(Liverpool, UEFA Champions League, 2023/24)



Comment: The willingness to engage with Liverpool supporters at this and other venues is clearly good practice and contributed much to such a positive outcome. This is something to be encouraged on a wider scale.

Bosnia

HSK Zrinjski Mostar – Feedback on the city of Mostar was mixed with fans finding the ‘Christian’ areas welcoming but other areas hostile with fans attacked and flags stolen. There needs to be clear guidance on where supporters should frequent and where they should avoid. Facilities for away fans were extremely limited. Transport to and from the venue was well organised and free.

(Aston Villa, Europa Conference League 2023/24)



Croatia



Dinamo Zagreb – Hold back was too long.

(Chelsea, UEFA Champions League, 2022/23)

Czech Republic

AS Sparta Prague – A detailed briefing was held before the game with representatives from both clubs, both Police forces and fan groups. This allowed for all parties to air their views and opinions which resulted in a positive match day experience for visiting fans. The match was issue free.

(Liverpool, Europa League, 2023/24)



Denmark



Randers FC – Positive feedback in all aspects of safety, security and service. Stadium staff and police friendly and helpful with good arrangements to get to and from the venue.

(Leicester City, Conference League 2021/22)

FC Copenhagen – All good bar entry to the stadium which involved having to cross a large area of wet, muddy grass. Stewarding inside the stadium was very good, very approachable.

(Manchester United, UEFA Champions League, 2023/24)



France

Lille OSC – The treatment by the police was disgusting and fans were tear gassed. Unnecessarily heavy policing in the town pre-match. Security on exit was intimidating.

(Chelsea, UEFA Champions League, 2022/23)



Olympique de Marseille – Supporters enjoyed the city and benefitted from thorough information provided by the French police pre-event. The main issue was at the end of the game when the away supporters were made to leave their seats and then “kettled” on the stairway for a long time. It was queried why they couldn’t have remained in their seats until they were allowed to leave with access to facilities and refreshments. This was confirmed by the DFO. French police were rude. The coach transport to and from the venue was lengthy and caused some dissatisfaction amongst fans.

(Brighton and Hove Albion, Europa League 2023/24)

Comment; If police deem a holdback necessary it seems strange to hold supporters on a stairwell rather than in their seats. It may be that a review of the stadium egress plan for away supporters can readily improve supporter safety and experience in that phase of the operation.

Paris Saint Germain – Good entry to ground but police were uncommunicative, and it was a generally tense atmosphere due to the perception of local hooligans.

(Newcastle, UEFA Champions League, 2023/24)



RC Lens – Arrangements for fans entering the stadium were confusing with no clear identification of where away supporters' turnstiles were. This led to unnecessary crowding and confrontations with home supporters who had to pass through an unmade, unlit car park. "Not a safe venue for a family to visit". This summary is confirmed by the DFO.

On exit fans were pushed out of the stadium and held in the dark, unmade car park for an hour. They then exited back towards the stadium when it would have been easier to simply keep them inside it. There was a lack of communication as to what was happening, and the police wanted all of the away supporters to get on coaches to Lille when the majority were not staying there.

(Arsenal, UEFA Champions League 2023/24)

Comment; There appears to be a readily available solution to the issues here with clearer communication to fans and a review of the arrangements for stadium egress.



Toulouse – Security was first class and highly welcoming. Policing was friendly, fair and welcoming. No issues with police, stewards or home fans. Arrival had minimal police presence and was low key. Standard of stewarding was high.

(Liverpool, UEFA Champions League, 2023/24)

Comment; The feedback for the security operation and policing style in Toulouse is in stark contrast to the rest of France.

Comment; With the commendable exception of Toulouse the consistent feedback from supporters is that the policing style in France is hostile and overly aggressive.

Germany

Borussia Monchengladbach – As Monchengladbach is a small town many supporters stayed in Koln and Dusseldorf. Transport was largely by train. Local organisers arranged shuttle buses which were efficient and particularly helpful after the game.

(Manchester City, UEFA Champions League, 2015/16)



Borussia Dortmund – No issues at all – great stadium and stewards if facilities basic. No issues with police. Definitely too many people in the lower section and kiosks/ toilets were tiny. Dortmund (Germany) always well organised.

(Chelsea, UEFA Champions League, 2022/23)

Transport and entry to the stadium were good although slack ticket checks meant the away end was overcrowded. Some concerns as the concourses were not segregated. Poor signage and communication from the stewards was in contrast to the policing operation in the city and the stadium where good communication was highlighted.

(Newcastle United, UEFA Champions League, 2023/24)

Comment; Whilst the logistical arrangements and policing style receive positive feedback there appears to be an issue with the management of away fans inside the stadium. This relates to the facilities and also the lack of a stewarding operation which ensures fans go to the right areas to avoid overcrowding. The lack of segregation on the concourses is alien to English fans.



FC Bayern Munich – Transport to the stadium via the U-Bahn was very good with frequent trains. Away supporters are now routed on a longer track to reach their area parallel to the train tracks. The fan experience in general is very good and the stadium feels safe. The negative feedback was in relation to the introduction of the detour into the away end on the path and that unlike other German stadiums (such as Dortmund and Schalke) away supporters cannot take beer into the stands – something which is banned in the UK.

(Manchester City, UEFA Champions League, 2022/23)

Treated as normal human beings as opposed to being a threat. Very low profile policing which was appreciated.

(Manchester United, UEFA Champions League, 2023/24)

Comment; the overall feedback about event management in Germany is overwhelmingly positive. Together with Austria it is the country where logistical arrangements and policing are consistently praised by English fans. Chelsea – “Germany leads the way in away games always the best experience.” Manchester City “Travelling to a match in Germany is generally the best for supporters.”

Greece

AEK Athens – The “convoy” to the match felt safe but took a long time - likely due to traffic in Athens. Concerns re safety/ service arrangements in the stadium with ineffective missile netting, poor signage to get fans in the right seats and poor facilities – only three female toilets. All confirmed by DFO. The local police were unfriendly, and supporters were greeted by riot police lining the corridor. There was a lack of positive intervention by police when home ultras were throwing missiles and approaching the segregation line. CS gas was used against home fans but then blew onto away fans, some of whom were prevented from returning to stadium by police to escape its effects. Stewards were not easily identifiable as they were just dressed in black and when some of them climbed over the segregation screen some away fans were concerned they were Greek supporters. The stewarding operation appeared to lack any organisation. The security concerns of fans were corroborated by the DFO. Fans felt they were just treated as “hooligans”. Facilities poor but friendly staff.



(Brighton and Hove Albion, Europa League 2023/24)

Comment; The issues, confirmed by the DFO, suggest a predetermined view as to how the supporters should be treated rather than judging them on their merit. The use of CS gas with collateral impact on Brighton supporters is concerning whilst security arrangements inside the stadium should be reviewed. Stewards should be clearly identifiable.

Italy



Atalanta – typically robust security on access but not overly aggressive. Being circled by riot police before the coaches to the ground was a bit off putting. After the game being dropped into the city centre with zero public transport or taxis available led to massive issues for fans.

(Manchester United , UEFA Champions League, 2021/22)

Post match supporters were “kettled” in security pens outside the stadium and felt unsafe.

(Manchester City, UEFA Champions League, 2021/22)

If you look at the previous surveys I have completed in this year’s fixtures the only negative experience was Atalanta. It is my belief that two significant factors caused this. Firstly, the lateness of the fan engagement meeting, 72 hours before the game and more importantly the lack of engagement from the Italian Police. It is vital that all key stake holders attend these meetings if we are to see steady progress being maintained. We all have a part to play, especially supporters who in my opinion MUST engage in this process.

(Liverpool, EUROPA League, 2023/24)

AC Milan – They kept us in for a stupid amount of time and security was over the top. Subway system was stopped too early meaning fans had a long walk to the stadium and missed the start of the match. No signs to direct fans and over the top security meant fans missed the kick off. Toilets and kiosks in the ground are not fit for purpose. Local stewards were unhelpful. The hold back made it difficult to catch the trains and there was crushing at the San Siro stadium.

(Chelsea, UEFA Champions League, 2022/23)



Transport to and from the stadium was poor with insufficient information about trains. By the time the holdback was released the train service had finished so supporters had a long walk back to the city. Good clear instructions and entry system to the ground. Feedback about the police was generally positive both MD-1 and at the game with effective communication and a facilitative approach.

(Newcastle, UEFA Champions League, 2023/24)

Comment; Three different fan groups over three different seasons highlight significant issues at the San Siro in terms of getting to and from the stadium. It is reported that excessive hold backs mean supporters can miss the last train and it should be readily foreseeable for their release to be coordinated with the local transport network and vice-versa.



Juventus – The search regime by stewards seemed disproportionate with magazines being seized. Toilet facilities were poor. Supporters were detained in a tightly packed holding area after the game.

(Chelsea, UEFA Champions League, 2021/22)

Napoli – There is an issue with the arrangements for supporters to get to the stadium which has been highlighted many times by various teams (domestic and national team, over a sustained period). There is a rigid plan for fans to assemble at a ticket collection point in the Port area and to be transported under heavy Police escort to the stadium. This invariably takes two hours with supporters often arriving with little time before kick off which causes congestion and frustration at the turnstiles. This scenario is repeated at every fixture. A two hour coach journey does not meet any aspect of service and appears to be more about control of visiting supporters regardless of the individual risk assessment. The level of security can also raise supporter concerns. This is then heightened after the game when they emerge with virtually no police presence as supporters make the return journey on coaches to the city.



(Leicester City, EUROPA League 2021/22)

Comment; The recurring theme at Napoli is the insistence on fans meeting at the old port from where they are taken on an unnecessarily long escort to the ground. This repeatedly causes frustration and congestion at entrance points.



Roma- Supporters were positive with regard to transport arrangements to the game and were well informed as to the plans. There was a heavy police presence which made supporters feel safe whilst the transport took a direct route with no long delays. This wasn't repeated at the end of the game with the only buses going to the bus station which wasn't where some supporters were staying. It was felt there was a lack of security in contrast to before the match which left some feeling at risk from home supporters.

(Leicester City, EUROPA League, 2021/22)

Two Brighton fans were attacked match day -1 on one of the main thoroughfare routes Via Cavour after leaving the Shamrock pub at 00:30 hours. Lots of police in the area but disappointing no one caught. Entry into the stadium with aggressive - dogs and multiple searches was considered over the top. Travel to the ground on the official buses was okay. Long queues but people got to the ground on time.

(Brighton, EUROPA League, 2023/24)

Comment; It is a regular feature at Italian grounds that fans often experience a heavy police security operation to get them into grounds but then are left with a minimal at best presence after the match.

Netherlands



AFC Ajax – Positive experience – travel arrangements, stewarding and atmosphere all positive. Fans enjoyed the city and no negative reports. Supporters preferred being able to

make their own way to and from the stadium.
(Brighton and Hove Albion, Europa League 2023/24)

There was disorder in the city before the game - with the away fans as culpable as Ajax- but potentially, as a result of this, there were extensive security checks at the stadium which caused congestion and pushing as fans attempted to gain access with a number missing kick off.

(Manchester City, UEFA Champions League, 2012/13²)

Feyenoord – Excellent transport arrangements by local authorities for away supporters with an efficient train service before and after the game.

(Manchester City, UEFA Champions League, 2017/18)



PSV Eindhoven – The only issue was a lack of communication after the game with all supporters escorted to a designated square where everything was closed from where they dispersed.

(Leicester City, EUROPA League 2021/22)

² Whilst supporters were specifically asked about the last three seasons it was caveated that they could raise any particular issues of significant concern. For balance these issues haven't been documented for more recent visits by English teams.

Negative experience with local police and security. Enjoyed Eindhoven as a city and found it friendly and safe. Excellent transport to and from stadium to Amsterdam by train. In the stadium poor view and a lack of facilities – away section feels too small for the numbers it holds. View obstructed by netting and glass. The most expensive ticket and worse viewing experience of the season.

(Arsenal, UEFA Champions League 2023/24)

Poland



Lechia Gdansk (Final) – Post-covid so 25% capacity but smooth access. Friendly atmosphere in the city on match day but match day -1 local ultras attacked some fans.

(Manchester United, EUROPA League, 2020/21)

Legia Warsaw – Prior to the game supporters were picked up from the city and transported to the game under heavy police escort. Supporters felt safe but the scale of the presence obviously raised concerns as after the game the escort was not repeated. Visiting fans were held back for 45 minutes in the stadium and then on exiting they were stopped again by police and only released when they had a taxi “for their own safety” which caused delays and anxiety. This was particularly so for disabled supporters. Inside the stadium the facilities were good, including for disabled fans and the staff were helpful and friendly.

(Leicester City, EUROPA League 2021/22)



A very heavy police presence (2000 officers) made visitors feel safe, but they were heavily restricted as to where they could go in Warsaw. After the match fans were held back for two hours with no communication from local police or security. UK police engaged with supporters.

(Aston Villa Europa Conference League 2023/24)

Comment; A review of how supporters exit and disperse from the stadium should be able to address supporter concerns.

Portugal



FC Porto (Final) – Good transport to and from the stadium. Policing was balanced but stewards rude and unhelpful.

(Chelsea, UEFA Champions League, 2020/21)

Sporting Club (Lisbon) – Supporters reported flags were confiscated from them and passed to local ultras. After the game all away supporters were directed by police to the city centre regardless of where they actually were going.

(Manchester City, UEFA Champions League, 2021/22)



Serbia



Crvena Zvezda (Red Star Belgrade) – There were reports of away supporters being attacked in the city match day -1. Flags were confiscated by security staff which then appeared to be passed to local ultras.

(Manchester City, UEFA Champions League, 2023/24)

Spain



Atletico Madrid – Big show of force by the police and riot police inside the ground. Holdback a nightmare.

(Manchester United, UEFA Champions League, 2021/22)

Barcelona – Better experience than previous visits where stewards have been overly aggressive. Holdback was also minimal whereas it has previously been excessive.

(Manchester United, EUROPA League, 2022/23)



Real Betis – surprisingly friendly atmosphere and no issues with access – contrast to Sevilla in the same city. Terracing is very steep and no safety rails.

(Manchester United, EUROPA League, 2022/23)

Real Madrid – Entrance to the stadium was regimented with police insisting fans arrived on specific buses. This meant many fans arrived well before kick-off and there were limited facilities at the stadium. Poor view, high up in the stand further restricted by netting. The attitude of the police was confrontational, and this appears a regular experience at both Real and Atletico with allegations of fans being assaulted by police. Away fans were held in the stadium for an excessively long period with no apparent justification – around midnight local time. The holdback was achieved by police blocking the stairwell.

(Manchester City, UEFA Champions League, 2021/22)



Real Madrid was a disgrace of the highest order. Toilets closed at 90 minutes despite game going to extra time. Police and stewards incredibly hostile. Long hold back at full time. At the end of the game fans were marched to a station that was closed by aggressive and violent police. The relationship between police and supporters is non-existent.

(Chelsea, UEFA Champions League, 2022/23)

Been here a few times so fairly conversant with the trip, stayed 7th – 10th April in an AirBNB in the centre near Playa Major. Always enjoy ourselves in Madrid, all welcoming locals, bars, restaurants and shops all happy for us to be there spending!! It is made very clear regarding the need to be at the stadium in good time and to that effect the local policing is fairly firm in encouraging that. They do not take any nonsense lightly but could be more welcoming and ease the process. Historical fall outs with police by other clubs have put them on a very no nonsense approach. Can't complain as they do their job and it gets us supporters in line and in the ground. That also helps as en-masse a lot of Blues helped to get to the SOL Metro successfully. Stewards in the ground were fine and helpful. We didn't really come across opposition supporters other than a bit of mixing on the Metro to and from the game but no issues from what I experienced. I think where away supporters stay and enjoy the trip centrally around the Playa Major doesn't clash with the locals before or after the game. The new extended ground was spectacular although the rake of the away seating was somewhat risky since we all naturally want to stand during the game but all in all fine. The process of entry with ID plus names on tickets is over the top really since City as a club can reasonably control the sale of tickets since there is only so many and the naming on tickets does restrict re-allocation if previously issued users can't go,

which in life does frequently happen. There needs to be some flexibility introduced. Carrying passports around isn't the best idea on such trips either.

(Manchester City, UEFA Champions League, 2023/24)



Real Sociedad – Typical Spanish level of access security but not overly aggressive. Minimal holdback after the match which was an unexpected positive.

(Manchester United, EUROPA League, 2022/23)

Villareal CF – The away end at El Madrigal is in two-tiered stand with an extremely steep rake and a lack of railings. A person falling could cause a progressive crowd collapse at height.

(Manchester City, UEFA Champions League, 2011/12³)



Totally inappropriate policing on the terraces. Their response to some blocked aisles was to baton fans with no prior warning or engagement. The most overzealous and aggressive policing I have seen. Fans were threatened outside the ground, multiple examples of fans being assaulted and struck with batons for no valid reason. Aggressive policing on entry – you didn't feel safe.

(Manchester United, UEFA Champions League, 2021/22)

Comment; The consistent feedback of fans is that the policing style in Spain is confrontational, frequently aggressive and on occasions violent. Manchester City- "practically all supporters we spoke to found the approach to policing in Spain to be confrontational". Manchester United- "Spanish police are usually aggressive." Chelsea – "I spoke to the police in Spanish they pushed me to the ground and were about to beat me up until Real Madrid fans stopped them." Real Sociedad seemed to be a better experience for Manchester United supporters.

³ Whilst supporters were specifically asked about the last three seasons it was caveated that they could raise any particular issues of significant concern. This example in 2011/12 is dated and it is acknowledged that the stadium may have been renovated in the interim period.

Switzerland



BSC Young Boys – The only point of note is that away supporters paid different prices for tickets yet on arrival it was unallocated seating.

(Manchester City, UEFA Champions League, 2023/24)

Turkey

Ataturk Olympic Stadium – Final – There were numerous issues related to the logistics around this game and transport to it, entrance, the facilities and egress. The travel to the stadium on coaches was unacceptable and the fan zone at the event was basic with inadequate provision for disabled fans. Supporters had to wait for an hour to get on buses for a 2 hour + journey with no air conditioning and many with drivers who did not know where they were going. There were inadequate toilets and in particular refreshments available. Dispersal from the stadium was chaotic. A full report supplied to UEFA documents all of these concerns in detail.⁴ Supporters encountered fluctuating prices at concessions and payment switched to cash suggesting cashiers were stealing and items were unnecessarily seized from fans. All of the concerns raised by fans were witnessed and are corroborated by the UK Police who were ignored when they attempted to intervene.



(Manchester City, UEFA Champions League, 2022/23)



Galatasaray SK – Complete breakdown of access into the stadium with dangerous overcrowding and some fans taking two hours to get into the stadium and missing first 30 minutes of the match. Fans were squeezed through an entrance that was too small. There was inappropriate seizure of personal items, over pricing of food & drink and a hold back of more than 80 minutes. By the time fans were released and got back to the city public transport had closed. One of the worst experiences in years. Galatasaray was a shambles, not made to feel welcome in any shape or form. The epitome of a disgrace. Stewards laughing as they seized items, including high value ones such as earpods.

(Manchester United, UEFA Champions League, 2023/24)

⁴ <https://x.com/citymattersreps/status/1683921711845249029?s=20>

Comment; There are consistent themes with regard to poor processes to enter the stadiums, inappropriate search and seize practice on entry and fans being overcharged in stadiums for food and drink. There was also a lack of effective transportation for fans.

Appendices

Arsenal FC



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- i. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- ii. Assist UK police delegations and FCDO address concerns before future matches.
- iii. Inform UEFA to raise issues via their security delegates.

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club Arsenal

Your Fan Group

Herts & Beds Supporters Club

Season 2020/21 (Competition UCL/ EUROPA)	Safety	Security	Service
Opposition / stadium/ country – list all			

Season 2021/22 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			

Season 2022/23 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			

Season 2023/24 (Competition UCL)	Safety	Security	Service
Opposition / stadium/ country – list all to date			
RC Lens	Poor	Poor	Mediocre
Sevilla	Good	Mediocre	Mediocre
PSV	Good	Good	Poor

Any other particularly good/ bad examples from another year	Safety	Security	Service
Opposition / stadium/ country – only include by exception			

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Season 2023/24 (Competition UCL)
RC Lens / Estadio Bollaert-Delelis / France
<p>Safety <i>(Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)</i></p> <p>Entrance to Stadium – I have been to RC Lens before but on arrival to the ground home stewards had no idea where the away end was. We walked around the whole stadium and still could not find the away entrance, or a steward who could help. Eventually walking the other way around the stadium we found a sign that took us away from the ground and back around a bridge to the away end through an unmade car park in dark conditions. The entrance to the ground led to a lot of crowding and confrontation with home support that wasn't necessary. It would not be a safe venue for a family to visit. This is a fair assessment on the whole, I did not personally witness crowding but there were confrontations with Lens supporters.</p> <p>Exit from stadium – Arsenal fans were pushed out of the stadium and held in a dark, unmade car park, surround by moving cars and buses who were all held outside in the rain for an hour. After this the exit from the car park on foot was back at the stadium so everyone had to walk back through the cars to find a safe exit. It would have been safer to keep fans inside the bowl of the stadium if an hour delay was necessary. Locals seemed friendly and we had a nice visit to the town – whilst we appreciate the protection from potential trouble the biggest cause of anxiety for fans was the way security made fans wait in a car park in an uncomfortable situation. Arsenal supporters were subjected to 1hr plus holdback with lack of communication from RC Lens and the local police. The police wanted all supporters to board coaches back to Lille however the majority of supporters were not staying in Lille.</p>

Season 2023/24 (Competition UCL)
PSV / Philips Stadion / Netherlands
<p>Safety <i>(Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)</i></p>

Exit from stadium – This season we stayed in Amsterdam. It was an excellent service, when we left the group, a train was waiting for us, and after a short wait it left for a direct train to Amsterdam. It was a positive.

Last season – we stayed in Eindhoven and had a very negative exit when confronted by local police / security. Overall Eindhoven was a friendly and welcoming city which we really enjoyed. Whilst I accept security want to direct away fans to keep them safe we did not feel under threat from anyone by local police. When we travel to away destinations in Europe one of the most enjoyable aspects is visiting the local town and taking in the local culture. It is a shame in Eindhoven you are encouraged to stay away from a nice and welcoming city. **To my knowledge there was no communications discouraging Arsenal fans from staying in Eindhoven. There was a street within the City which Arsenal fans were advised to avoid due to potential confrontation from rival fans however this should not have affected fans visit to Eindhoven.**

Season 2023/24 (Competition UCL)

PSV / Philips Stadion / Netherlands

Service *(Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following - How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)*

At the majority of away games in Europe away fans always tend to have the worst seats. A bad view and lack of facilities. Considering the size of the club PSV is often the worst. No real facilities and an area that seems far too small for the number of people attending. The view is unnecessarily obstructed by glass, netting and posts. It's almost impossible to watch the game. It was the most expensive ticket and the worst viewing experience of this season. **This is a fair assessment, for a relatively modern stadium the away fans view of the match is poor.**

Any Other comments

It's great to be back in the Champions League. Long may it continue.

Aston Villa FC



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- i. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- ii. Assist UK police delegations and FCDO address concerns before future matches.
- iii. Inform UEFA to raise issues via their security delegates

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
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Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Aston Villa Football Club **Your Fan Group:** Cannock, Cheltenham Lions.

Person submitting (optional. Contact details (mobile/ e mail)

Season 2020/21 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			

Season 2021/22 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			

Season 2022/23 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			

Season 2023/24 (Competition: Europa Conference League)	Safety	Security	Service
Opposition / stadium/ country – list all			
Hibernian FC/ Easter Road Stadium/ Scotland	Good	Good	Good
Legia Warsaw/ Jozef PilsudskisnStadium/Poland	Mediocre	Good	Poor
AZ Alkmaar/ AFAS Stadium/Netherlands	Good	Good	Good
HSK Zrinjski Mostar/Stadion Pod Bijelim Brijegom/Bosnia	Good	Good	Mediocre

Any other particularly good/ bad examples from another year	Safety	Security	Service
Opposition / stadium/ country – only include by exception			

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Season 2023/24 (Competition Europa Conference League)
Legia Warsaw/ Jozef PilsudskisnStadium/Poland
Safety <i>Over 2000 Police on duty made you feel safe but movement around the city was very restricted. After the game away fans were unnecessarily held back for over 2 hours there appeared to be no clear plan in getting fans away from the stadium safely. No engagement other than our own police.</i>

Season 2023/24 (Competition Europa Conference League)
HSK Zrinjski Mostar/Stadion Pod Bijelim Brijegom/Bosnia
Security <i>The Christian side of the city of Mostar felt safe and everyone was welcomed, the Islamic side was hostile and away fans were attacked and had flags stolen. The away section was a small fenced enclosure but they also allowed 500 away fans in the home area of the upper tier stand and this not enclosed. Buses took all fans to and from the ground for free and everything was well organised.</i>

Season 2023/24 (Competition Europa Conference League)
HSK Zrinjski Mostar/Stadion Pod Bijelim Brijegom/Bosnia
Service <i>The only gripe is that the away section only had a small concession stand with 2 people serving who quickly got swamped.</i>

Any Other comments
Fans have been well treated on the road with very little issues

Brighton FC



UEFA Competition Fan Feedback Reports

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Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

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Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Brighton & Hove Albion

Your Fan Group: BHAFC Fan Advisory Board

Season 2023/24 (Competition UCL/ EUROPA)	Safety	Security	Service
Olympique Marseille	Mediocre	Mediocre	Mediocre
Ajax Amsterdam	Good	Good	Good
AEK Athens	Mediocre	Poor	Poor

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club. Please add extra boxes entitled Safety / Security and Service for any extra games.

Season 2023/24 (Competition EUROPA)
OLYMPIQUE MARSEILLES – VELODROME – MARSEILLES – France
<p>Safety</p> <p>The issue was afterwards. Albion fans were made to move out of their seats and kettled in the stairway for a long time. Why not leave them in their seats comfortably until coaches are ready to leave? French police were rude and arrogant but no Brighton liaison in sight. If it is vital to keep fans in, at least continue to provide food and drink. No Albion or Sussex police anywhere be seen when fans were kettled on the stairs.</p> <p>DFO opinion – The above is accurate. However, the issue being the different dynamics of the operation in France being local police led. There was nothing (UK Police) could have done to alter the situation other than become part of the problem as fans would have vented their anger at them.</p>
Season 2023/24 (Competition EUROPA)
AJAX AMSTERDAM – JOHANN CRUYFF ARENA – AMSTERDAM – THE NETHERLANDS
<p>Safety</p> <p>We have no negative reports regarding safety at the Johann Cruyff Arena apart from the extremely slippery concourse and stairs due to the amount of beer spilt (and thrown) by Brighton fans. There were a number of people who slipped and fell and may well have been hurt. Travel, stewarding and atmosphere all very positive.</p>

DFO comment – Positive action taken by the club (BHA) where beer was thrown, directed at the Ajax fans over the segregation area. Announcements over the tannoy in the stadium during the game asking Brighton fans to refrain from throwing liquid in their area. Brighton fans spoiling it for Brighton fans in the stadium.

Season 2023/24 (Competition EUROPA)

AEK ATHENS – GREECE

Safety

The lower block was not very steep. The netting separating home from away fans did not go as high as the roof and was breached at the top. Row of seats empty next to netting but no stewards there.

DFO comment – I would agree with the points above.

No signage to get to correct block caused fans to find themselves in the wrong area.

DFO comment – I would agree with the above.

Too few toilets (only 3 for ladies)

DFO comment – I would agree with the above.

Bus convoy felt safe but took absolutely ages.

DFO comment – Bus convoy worked much better than Marseille, route was safe and secure but due to the Athens traffic needed to take a wider path otherwise the journey would have been longer. Police searches poor if they were looking for alcohol!

DFO Comment – Searching not witnessed by UK Police.

Local police very unfriendly. Greeted at stadium by riot police lining the corridor.

The tear Gas incident, when Greek police tried to disperse home fans, only for the gas to be blown by the wind on to the away section, was frightening for many fans. There was a lack of stewards to help during and after incident. Greek police officers tried to stop fans returning to stand to escape tear gas.

Stewards dressed in black climbed over Perspex screen - at the time fans were unsure if they were away fans as they were not wearing identifying tabards.

Greek police were non-existent at ejecting the Greek ultras from getting up against the netting and throwing objects. They seemed happy to fire tear gas but not roll their sleeves up and get a grip of their own fans causing trouble in the stadium. Police presence should have been in the home end as the match finished and to prevent locals throwing missiles and causing trouble. Lack of BHAFC staff or Sussex Police after the game. –

DFO comment – Agree with all of the above other than UK Police were present to see all fans at the end of the game. Again a perception of what a UK Police officer can do against reality abroad which is borne from this being the first season for Brighton in Europe.

Season 2023/24 (Competition EUROPA)

OLYMPIQUE MARSEILLES – VELODROME – MARSEILLES – FRANCE

Security

Despite the very negative information on Marseilles issued by the club, most people enjoyed the trip to Marseilles and the city itself did not feel unsafe at all.

The atmosphere in the stadium was intense but there were no security issues apart from the post-match treatment of Brighton fans during the hold back (detailed above).

DFO comment – The information given to the supporters was very thorough and what was advised by French police at the pre visit. It is my opinion that because the supporters heeded this, it ensured that the vast majority were able to enjoy their trip. The ones that didn't and went to the old port md -1 were involved in disorder.

Season 2023/24 (Competition EUROPA)

AJAX AMSTERDAM – JOHANN CRUYFF ARENA – AMSTERDAM – THE NETHERLANDS

Security

We have no first-hand negative reports from Amsterdam. The whole city appeared to welcome Brighton fans before, during and after the match. This was by far the most popular trip of the three to date, including the very many that travelled without tickets.

DFO comment – Fully agree with the above.

Season 2023/24 (Competition EUROPA)

AEK ATHENS – GREECE

Security

We have conflicting reports regarding the safety and security of fans in the city before the game. Some enjoyed the Mediterranean atmosphere, others said Athens was very intimidating and they felt unsafe in the city centre. –

DFO comment, I didn't see or was made aware of any issues in the city centre. It didn't feel intimidating to me.

In the stadium some Albion fans had bottles thrown at them.

DFO comment – Phase 3 this occurred.

Stewards without tabards climbed over Perspex screen which was scary as it was feared they were AEK fans.

DFO comment – This occurred, and I share the same concern that the supporters had, There seemed little organisation in the stewarding operation.

Police tried to disperse home fans by use of tear gas and then stopped Albion fans going back upstairs to escape the tear gas. Unsurprisingly tear gas was something not previously experienced by Brighton fans and was very scary and upsetting for many. There was no care for those affected by the tear gas as they were just loaded back on bus and dumped back in the city.

DFO comment – UK Police positioned themselves at the exit towards the buses to ensure anyone who needed attention received it. This included 2 persons who required medical attention.

Season 2023/24 (Competition EUROPA)

OLYMPIQUE MARSEILLES – VELODROME – MARSEILLES – FRANCE

Service

The lengthy coach trip to the Velodrome caused dissatisfaction among many Brighton fans, especially on the return journey after the lengthy and uncomfortable hold back.

The absence of food and drink during the hold back was unsatisfactory.

DFO comment – Agree with the above.

Season 2023/24 (Competition EUROPA)

AJAX AMSTERDAM – JOHANN CRUYFF ARENA – AMSTERDAM – THE NETHERLANDS

Service

All those that travelled to all three games felt that being able to make their own way to the stadium in Amsterdam was so much better than the enforced coach journeys in Marseilles or Athens. Perhaps this was possible because the locals don't have the same poor reputation for hooliganism.

But it made the whole experience so much better as the metro was cheap, simple and safe.

Arrival at the stadium was easy with the station adjacent to the away end. The stairs were an issue for some but we know that disabled fans were given access to a lift which was much appreciated.

The availability of beer in the stadium was a novelty many could not resist, but it caused annoyance to many other Albion fans and safety issues as detailed above.

Overall we hope this never becomes the norm in England.

DFO Comment – Agree with the above which is a fair and accurate account.

Season 2023/24 (Competition EUROPA)

AEK ATHENS – GREECE

Service

At AEK Athens, Albions fans felt treated like hooligans and not customers throughout.

The coaches to the stadium took a long route both ways and many wished they had travelled independently, especially with the absence of the availability of food or drink after the game and the tear gas incident.

Stewards were AEK fans and they disappeared when it all kicked off.

Poor food / drink offering – long queues but staff there were friendly to be fair.

DFO Comment – a fair account, but those who did travel independently were held at the metro and brought in on busses.

Any Other comments

The reports we have received would suggest most people's experience was that Ajax was the best trip and Athens the worst.

Amsterdam was easy to get to, and many travelled for the atmosphere regardless of having tickets. It is not know how many Brighton fans were in the city watching the game in the many welcoming pubs.

Marseilles was not as scary as was suggested in the pre-match information published by the club, but the treatment of Albion fans after the game left a bitter taste for those caught up in it.

We do question how UEFA allow AEK Athens in the competition with such poor controls on their own fans. A historic city to visit as a tourist, but not as a football fan.

Season 2023/2024 (Competition EUROPA)

AS Roma – Stadio Olimpico – Italy

Safety – Two Brighton fans were attacked match day -1 on one of the main thoroughfare routes Via Cavour after leaving the Shamrock pub at 00:30 hours Lots of police in the area but disappointing no one caught.

DFO note – *Both fans received excellent assistance from local Rome residents and especially a restaurant. So much so a fans message board started a just giving page for the two supporters who had lost personal effects but also a donation to the restaurant owner who assisted. FCO contact Laurence Piemonte provided great assistance pre match with Teams meetings with Sussex Police and club and also provided personal assistance to the injured supporters and fast tracked passport arrangements for one fan. AS Roma ensured both fans got into the ground and provided excellent.*

Season 2023/2024 - EUROPA
AS Roma – Stadio Olimpico – Italy
<p>Security –</p> <p>Entry into the stadium with aggressive dogs and multiple searches was considered over the top.</p> <p>DFO Comment - <i>I agree with the above comment. This was widely advertised prior to the game but the levels of search (all police) seemed standard with no flex for the threat and risk of the game and evidence of supporter behaviour demonstrated in previous European matches and behaviour during the day.</i></p> <p>During the match repeatedly being on the receiving end of stones, lighters etc being thrown was disappointing and appeared to be ignored by stewards when pointed out.</p> <p>DFO comment – <i>This was reported by supporters at the time and seen by the BHAFC head of safety and security who informed the UEFA security manager who also witnessed the incidents.</i></p> <p><i>UEFA delegate was very pro active and engaging throughout.</i></p>

Season 2023/2024 (EUROPA)
AS Roma – Stadio Olimpico – Italy
<p>Service (Football is an entertainment. Supporters deserve to be treated as “customers” and have an enjoyable experience. From that perspective consider the following –</p> <p>Travel to the ground on the official buses was okay. Long queues but people got to the ground on time.</p> <p>DFO Comment – <i>Most fans used the shuttle busses provided and went to the designated meeting point; this was definitely because of the incident the night before. The shuttle bus service was excellent and the last one left the meeting point, with no fans left there, at 17:01 arriving at the stadium at 17:22.</i></p>

There were issues with people who got taxis with no apparent official drop off location for away fans and some fans appear to have been deliberately dropped in a hostile area.

DFO Comment – *This was not a recommended route and advised not to do this by BHAFC.* The private buses to and from were excellent. And many felt they were worth paying the money for.

After the match the hold back was expected but after people's experience in Marseille many were keen to avoid the long queues so left the stadium bowl early. This restricted access to the toilets and caused some issues. A hold back at the bottom of the stairs would have avoided many of these problems.

Communication on the number and location of busses (post-match) after the first batch had gone was poor.

DFO Comment – I would agree with the above comments.

Chelsea FC



UEFA Competition Fan Feedback Reports

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Areas to cover:

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Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Chelsea **Your Fan Group:** Chelsea Supporters Trust

Season 2020/21 (Competition Champions League) - Due to Covid, only the final allowed supporters.	Safety		Security		Service	
05/05/2021 Manchester City in Portugal(final)	94%	Good	86%	Good	82%	Good

Season 2021/22 (Competition Champions League/Super Cup)	Safety		Security		Service	
29/09/2021 Juventus in Italy	39%	Poor	50%	Mediocre	50%	Mediocre
02/11/2021 Malmo in Sweden	100%	Good	85%	Good	90%	Good
08/12/2021 Zenit St Petersburg in Russia	100%	Good	100%	Good	100%	Good
16/03/2022 Lille in France	63%	Good	50%	Mediocre	55%	Mediocre
12/04/2022 Real Madrid in Spain	67%	Good	47%	Mediocre	40%	Poor
11/08/2022 Villareal in Belfast	100%	Good	93%	Good	83%	Good

Season 2022/23 (Competition Champions League)	Safety		Security		Service	
06/09/2022 Dinamo Zagreb in Croatia	83%	Good	58%	Mediocre	75%	Good
11/10/2022 AC Milan in Italy	67%	Good	53%	Mediocre	25%	Poor
25/10/2022 Red Bull Salzburg in Austria	94%	Good	94%	Good	94%	Good
15/02/2023 Borussia Dortmund in Germany	88%	Good	96%	Good	85%	Good
12/04/2023 Real Madrid in Spain	69%	Good	58%	Mediocre	47%	Mediocre

Comments

2020/21 – Manchester City in Portugal

1. City game was ok, stewards were rude and not helpful and for an all english final nothing was in English made it stupidly confusing
2. This was the first match were allowed to attend due to COVID, so was a bit strange due to testing requirements etc. Having said that the information we received before arriving was good and policing was well organised
3. No alcohol and limited food options once inside the ground other than this very welcoming and safe
4. Went with CFC organised trip. Well looked after and always felt safe
5. Quick and cheap to get to and from ground especially after the match using an Uber
6. A pretty difficult time, but with a little stressed just getting there, but well organised if you arrived early, police not over the top.

2021/22 – Juventus, Madrid, Malmo, Belfast, Zenit, Lille

1. Italy always problems
2. We were held back for a long time after the final whistle in Madrid. The mounted police escort for about a mile in the 'wrong' direction away from the metro station was over zealous and not explained.

3. Awful treatment in Madrid including long lock in and attempting to force the entire away end to a metro station. Malmo police/Stearns failed to deal with bottle throwing
4. Belfast - Didn't see any issues at all - very enjoyable trip
5. Lille - security was a bit heavy handed and somewhat intimidating on exiting the stadium. Safety and service was good.
6. Found police in Madrid confrontational
7. Real Madrid failed to provide access to toilets and water after half time. Kept in stadium for ages
8. Russia was probably the best in terms of overall organisation but it was probably easier for them as not many Chelsea fans attended
9. I didn't have any problems with the policing at all in Madrid - I arrived to the stadium early and entered without any problems - different security checks but not obtrusive. Afterwards escorted away from the ground was a bit annoying as it was so late and as a female supporter travelling alone I felt a little uncomfortable the way they took us
10. Lille - The heavy handed policing in the city centre pre match was totally unnecessary. The actual ground / match was ok but we then got the usual riled up police dogs etc on the way back to the metro.
11. Lille. Some unnecessarily heavy policing in the town pre-match
12. Juventus: held in tightly packed holding area after game. Stewards search before game seemed disproportionate - they confiscated a magazine from me as they thought it could be used as a weapon. Toilet facilities very bad, no hand soap available (despite Covid testing requirements etc.)
13. Lille: police aggressive before and after game. Tear gas used near station. Held in stadium for long time after full time.
14. Real Madrid: police and stewards incredibly hostile after the match. Horsed policemen charged at fans trying to get into tube station nearest stadium. Kept in stadium for long time after full time. During the game a steward got into a scuffle with a supporter, and had to be pulled away by another steward - I don't know the reason for this
15. Scores Relating to Juventus and Lille reflect the way Italian and particularly French police treat away fans. They consider everyone to be trouble makers.
16. Real Madrid was a disgrace of the highest order, they shut access to the toilets at 80 mins and the game when to extra time. I nearly got a bladder infection and after the game police were vile, marched us to a shut station and when I spoke to the police in Spanish they pushed me to the ground and were about to beat me up until Real Madrid fans stopped them and said he spoke to you nicely in Spanish and your trying to hurt him what is wrong with you.
17. The Lille game the treatment by the police was disgusting and we got tear-gassed, this is not the first time it's been done to an English club for no reason.

2022/23

1. Travelled independently with corporate tickets
2. We were not held back in Madrid for an unreasonable period of time and allowed to leave the vicinity of the stadium without the need for a police escort. The toilets and catering at the San Siro were disgraceful.
3. Salzburg the only ground to make away fans really welcome and help them get away quickly afterwards. Waits in Milan and especially Zagreb were too long. Milan facilities a joke - so poor

4. Policing and security was low key. Match ticket entitled supporters to free bus passage to and from the stadium. Was impressed by the thought going into laying on buses to take our supporters back into town afterwards, accepting that there was a degree of (understandable) self interest in this too. The area designated as a fan zone in town was also well situated. Home support was very partisan but civilised.
5. In Milan The subway system was stopped for an unknown reason meaning had to walk a long way meaning I missed the start of the game - the local stewards were unhelpful when arrived at the game
6. Stands were dangerous, as very slippery and fans were allowed to go where they liked. Beer was being thrown and no stewards intervened. Service and security poor as long queues and no segregation
7. Salzburg is by far the best trip I've been on. People so friendly. Police were brilliant
8. Dortmund (Germany) always well organised
9. No complaints from either of the games I attended to be honest
10. Milan - no signs to direct away fans where to go. No one knew when asked. Sent on a ridiculous loop when over the top security checks and mild crushing meant lots didn't make kick off despite arriving early. The hold back after the game meant we only just made it on to one of the last metro services of the night. Mad turnstiles (with counters letting people see how many more it will let through in each go) meant getting back into the San Siro metro station was dangerous. Inevitable crushing with mixed home/away fans is a fatality waiting to happen if that's a regular occurrence. Had my 5ft wife with me and she found it particularly unsettling. Toilets and kiosks in the ground aren't fit for purpose.
Dortmund - no unnecessary hold back was appreciated. There were definitely too many people in the lower tier and kiosk/toilets were tiny but otherwise well policed and safe experience.
11. Zagreb: weren't allowed to leave for long time after full time. Police / stewards checks were not proportionate: they threatened to give breathalyser checks if they thought you'd had more than 2 drinks
Salzburg: should be seen as the perfect host. They let us leave at full time, and put us directly on buses straight into the city centre. Facilities in the stadium were good.
Milan: toilet facilities terrible. Held in for long time after full time.
Real Madrid: slightly improved on year before. We were not held as long as last time, and fewer incidents of police taking it too far
12. Dortmund - no issues at all great stadium/stewards facilities basic but able to buy a beer plenty of toilets and no issues with police at all
13. Germany leads the way in away games always the best experience. Milan they kept us in for a stupid length of time and security was stupidly over the top
14. AC Milan, very unclear where away entrance was. Had to ask security.
Dortmund home fans from above, throwing beer, and spitting down on us in the away end.
15. Beer bottles thrown by home supporters on the way in. Mounted police lost control of horses which were alarmed. Very unwelcoming staff.
16. The relationship between away football fans and police in Spain is non-existent. The two occasions were I've travelled to Spain (Madrid & Barcelona in 2018) we either witnessed - or were subjected ourselves to unprovoked violence from police IN the stadium - both on the walkways and in the stands.
17. The walk to the stadium in Milan was in signposted and extremely difficult to find, it made entry in time for the game extremely difficult.

18. Madrid was a lot less difficult but we were held back in the stadium for well over an hour, to the point public transport had almost stopped. Police then made themselves known by blocking walkways to the station to further confuse people."
19. Real Madrid security was way too over the top and even small every day items were not allowed in. Dortmund for a big stadium is well organised.
20. AC Milan in Italy & Borussia Dortmund in Germany
21. Over the top searching in Milan, not allowing power banks, whilst also holding us for an hour.

Any other comments

1. Policing is always an issue , France, Spain and Italy. Toilet facilities and amenities shockingly poor, and try to get something to eat or drink a non starter
2. Long lock-ins after the game should be stopped. Clubs away from the centre should provide (optional) transport for away fans- Salzburg was an excellent experience
3. I loathe being kept in at all grounds after the matches: can this be changed at all?
4. I think British fans are still treated badly - there seems to be more issues with other European fans that uefa turn a blind eye to
5. I presume this survey has in part been prompted by Liverpool fans' behaviour/treatment in Paris. Having been to quite a few European away games over the years, it's fair to say that if fans are respectful and don't try and force entry with fake tickets, then there is very rarely any hassle.
6. Over zealous stewards and police multiple ticket checks within a few yards of each other. Unsafe crowding and treatment caused by poor policing and stewarding.
7. Usually service and safety on a whole is good however the security 80% are very aggressive, non communitative and have no consideration especially us with mobility issues. The impression I get especially in France is the quicker they get us in and out the better, which means they think is best.
8. I find the police treat you like animals in the main. Spain, especially Barcelona are disgusting. Stewards there are licensed thugs
9. Attending games in France and Spain, always seem problematic
10. Barcelona always difficult as you get the impression the police do not really want you there. In Portugal the police always appear well organised and respectful
11. Since Covid I have only attended a couple of games mainly due to travelling alone as normally would travel with daughter but she is mother to two children under 5 so more difficult now for her. Pre Covid went to many games and the only place I felt the police were oppressive was Barcelona and For the Atletico Madrid game. On the whole I arrive early or take the club transport offered to certain grounds "
12. Shouldn't be the case that we just get used to mediocre treatment!
13. Your survey doesnt
14. Outside of the timescale (just) my experience in Madrid was excellent until we experienced the violence of the police at the ground. Batons used on us as we walked upto the turnstiles for no reason whatsoever. Bucharest and Baku both welcomed us and we always felt very safe.
15. Unfortunately this survey did not cover Barcelona as this is undoubtedly the most unsafe and unpleasant ground for away fans , the police and stewards unbelievably violent. I have found that the biggest issue when going to football matches in Spain is the behaviour of the Spanish police and stewards, and not the opposition

supporters. They act incredibly aggressively with little or no provocation. I have experienced this in Madrid multiple times, and in Barcelona. I have experienced similar also in France and Italy. This is a big contrast to domestic games.

16. I understand why it is sometimes deemed necessary to hold away supporters after the match, however I feel that anything beyond 20 mins is excessive. In Milan and Madrid I've been held for getting close to an hour. This should not happen."
17. Generally the British police in attendance are helpful and approachable and think are a valuable asset in helping away fans and passing on messages from their local counterparts. Sometimes this is difficult when local police change what has been agreed and communicated.
18. Uefa are crap, always games in Italy and Spain are awful. Germany leads the way for treating fans as people and not meat
19. We always do our own thing and keep away from rowdy away/home fans to enjoy the experience of the city we are visiting. So we rarely come across bad safety or bad security concerns.
20. Many European police forces have a much more heavy hand than the UK. France in particular
21. Having unallocated seating and stewards not coordinating where empty seats are makes for a frustrated atmosphere all round. People cannot find spare seats, are left in the aisles etc.

Leicester City FC



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- iv. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- v. Assist UK police delegations and FCDO address concerns before future matches.
- vi. Inform UEFA to raise issues via their security delegates

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Leicester City FC

Your Fan Group: Leicester City Supporters Club

Season 2021/22 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			
Legia Warsaw (Europa)	Mediocre	Mediocre	Poor
Spartak Moscow (Europa)	Mediocre	Mediocre	Mediocre
Napoli (Europa)	Mediocre	Poor	Poor
Randers (Conference)	Good	Good	Good
Rennes (Conference)	Mediocre	Mediocre	Mediocre
PSV Eindhoven (Conference)	Mediocre	Mediocre	Poor
AS Roma (Conference)	Mediocre	Poor	Poor

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Season 2021/22 (Competition UCL/ EUROPA)
Opposition / stadium/ country
<p>Safety (Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)</p> <p><i>Randers v LCFC – UEFA Conference League</i></p> <p><i>All aspects of safety, security and service were very well implemented by Randers. Policed well by local police force, supporters were allowed to make their own way to and from the ground. No holdbacks required, all security services were friendly and happy to help where required. Trains very effective and staff helpful with supporters.</i></p>

Season 2021/22 (Competition UCL/ EUROPA)

Opposition / stadium/ country

Security (On match day (or match day -1) but before travelling to the game where have you felt safe/ unsafe due to the threat from local supporters – provide details.

In terms of the local policing operation (in the city centre etc) where have you felt safe. How have the police communicated with you effectively and where do you feel you were treated unfairly? On gaining entry to the stadium where has the security operation (police/ stewards/ private security) been good/ poor? Consider level of search, communication, seizure of items (e.g. flags) Where have you felt safe in the stadium? Consider segregation/ protection from missiles/ flares etc How / where have police and stewards appropriately managed the crowd? Was there effective communication and dialogue? Have you experienced negative/ unjustified "holdbacks" in stadiums? How was it communicated to you and for how long were you held? On exiting the stadium have you felt safe – why, what makes a good operation?)

Napoli vs LCFC – UEFA Europa League

Supporter coaches were put on from the Port (ticket collection point) to the stadium where there was a high police presence due to risks of home fans attacking away fans. Supporters were transported for over 2 hours, most arriving at the stadium after kick off. After the game, coaches were then put on for supporters to take them back to the port, however at this time there were no police present, and supporters were left at risk of attack from locals with inadequate security in place.

Randers v LCFC – UEFA Conference League

All aspects of safety, security and service were very well implemented by Randers. Policed well by local police force, supporters were allowed to make their own way to and from the ground. No holdbacks required, all security services were friendly and happy to help where required. Trains very effective and staff helpful with supporters.

AS Roma vs LCFC – UEFA Conference League

Supporter coaches were put on from the Park as described (with very good provisions) to the stadium where there was a high police presence due to risks of home fans attacking away fans. Supporters were transported to the stadium (direct with no long diversion). After the game however, coaches were then put on for supporters to take them back to the bus station in the City (irrespective of where you actually needed to go, as some supporters had hotels near to the stadium), however at this time there were no police present, and supporters were left at risk of attack from locals with inadequate security in place, then having to make their own way back to hotels.

Season 2021/22 (Competition UCL/ EUROPA)

Opposition / stadium/ country

Service (Football is an entertainment. Supporters deserve to be treated as “customers” and have an enjoyable experience. From that perspective consider the following -

How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)

Napoli vs LCFC – UEFA Europa League

Supporter coaches were put on from the Port (ticket collection point) to the stadium where there was a high police presence due to risks of home fans attacking away fans. Supporters were transported for over 2 hours, most arriving at the stadium after kick off. After the game, coaches were then put on for supporters to take them back to the port, however at this time there were no police present, and supporters were left at risk of attack from locals with inadequate security in place.

Legia Warsaw vs LCFC – UEFA Europa League

Prior to the game supporters were picked up from the City and transported to the stadium which was fine. Heavy police presence. After the game there were no provisions in place for supporters to be taken back to the city. Supporters were held back for around 45 minutes before being allowed out, but only to the point of the end of the footpath where they were held back again, with no coaches provided. Supporters were told they would only be released “for their own safety” if they had a confirmed taxi booked. This inevitably took a long time for supporters to get back to hotels, and people with disabilities really struggled waiting around for such a long time after the game. However, provisions for food / drink INSIDE the ground and stadium staff were helpful for those with disabilities.

Randers v LCFC – UEFA Conference League

All aspects of safety, security and service were very well implemented by Randers. Policed well by local police force, supporters were allowed to make their own way to and from the ground. No holdbacks required, all security services were friendly and happy to help where required. Trains very effective and staff helpful with supporters.

PSV Eindhoven – UEFA Conference League

Only negative was the lack of communication after the game. Fans held back which wasn't an issue, however on release all supporters were then walked back to the square they were located before the game, which on arrival had no provisions as it had been closed up completely (due to issues before the game). This meant supporters were forced back to an area they didn't need to be at rather than being allowed to go on their own way to hotels etc.

AS Roma vs LCFC – UEFA Conference League

Supporter coaches were put on from the Park as described (with very good provisions) to the stadium where there was a high police presence due to risks of home fans attacking away fans. Supporters were transported to the stadium (direct with no long diversion). After the game however, coaches were then put on for supporters to take them back to the bus station in the City (irrespective of where you actually needed to go, as some supporters had hotels near to the stadium), however at this time there were no police present, and supporters were left at risk of attack from locals with inadequate security in place, then having to make their own way back to hotels.

Any Other comments

With most European away fixtures, there always seems to be provisions and plans put in place for supporters before the game (albeit varying in how good they are) however seems to be a distinct lack of planning for supporters getting away from the stadium after the game. Either ushered onto coaches irrespective of where they actually need to go, no coaches provided, dropped off in areas with a distinct lack of police / stewards around and left to their own devices.

Liverpool FC



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- i. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- ii. Assist UK police delegations and FCDO address concerns before future matches.
- iii. Inform UEFA to raise issues via their security delegates

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Liverpool FC **Your Fan Group:** Liverpool Disabled Supporters Association (LDSA)

Season 2021/22 (Competition UCL)	Safety	Security	Service
Benfica / CL group stage / Portugal	Poor	Poor	Poor
Real Madrid / CL Final / Paris	Poor	Poor	Poor
Villarreal / CL semi-final / Spain	Mediocre	Mediocre	Mediocre

Season 2022/23 (Competition UCL)	Safety	Security	Service
Napoli / Italy	Mediocre	Mediocre	Mediocre
Rangers / Scotland	Good	Good	Mediocre
Ajax / Netherlands	Good	Good	Good

Season 2023/24 (Competition UCL)	Safety	Security	Service
FC Lask / Austria	Good	Good	Good
Toulouse / France	Good	Good	Good
Union SG / Belgium	Good	Good	Good

Any other particularly good/ bad examples from another year	Safety	Security	Service
Opposition / stadium/ country – only include by exception			

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Season 2023/24 (Competition EUROPA)
Lask/ Toulouse/ Brussels
<p>Safety (Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)</p> <p>We have enjoyed three of the best European trips in my lifetime following Liverpool FC. We have a new norm! From arrival into the host city, the policing has been exemplary, and how we have been treated is what we would expect before arrival. We have been treated as visitors to a city and not as football supporters, contributing to a fantastic atmosphere of calmness and respect. Arrival at the stadium was low-key, with a minimal police presence; entry was trouble-free in a friendly atmosphere, with supporters from both sides mixing freely without incident. The standard of stewarding was high, and it felt safe. The netting was unnecessary, which obscured the view, but overall, it was a positive experience.</p>

Season 2023/24 (Competition EUROPA)
Lask/ Toulouse/ Brussels
<p>Security (On match day (or match day -1) but before travelling to the game where have you felt safe/ unsafe due to the threat from local supporters – provide details. In terms of the local policing operation (in the city centre etc) where have you felt safe. How have the police communicated with you effectively and where do you feel you were treated unfairly? On gaining entry to the stadium where has the security operation (police/ stewards/ private security) been good/ poor? Consider level of search, communication, seizure of items (e.g. flags) Where have you felt safe in the stadium? Consider segregation/ protection from missiles/ flares etc How / where have police and stewards appropriately managed the crowd? Was there effective communication and dialogue? Have you experienced negative/ unjustified "holdbacks" in stadiums? How was it communicated to you and for how long were you held? On exiting the stadium have you felt safe – why, what makes a good operation?)</p> <p>The security was first-class and highly welcoming. The policing was friendly, fair and welcoming. As a seasoned traveller to European aways, this was the first time I had witnessed such policing; it was a joy. I can't find any faults with the policing, stewarding or home supporters; it was an enjoyable experience, which is not often the case in Europe.</p>

Season 2023/24 (Competition EUROPA)
Lask/ Raiffeisen Arena/Austria
<p>Service (Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following - How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)</p> <p>The security was first-class and highly welcoming. The policing was friendly, fair and welcoming. As a seasoned traveller to Europe aways, this was my first time witnessing such policing; it was a joy. I can't find any faults with the policing, stewarding or home supporters; it was an enjoyable experience, which is not often the case in Europe.</p>

Any Other comments

Throughout 2023, Liverpool FC safety representatives, along with our DPSO from Merseyside Police, set up a Supporter Liaison Group (SLO) alongside supporter groups Liverpool supporters groups LDSA and SOS.

The idea was to engage with our foreign counterparts as we do for Cat A games in the Premier League.

This involves safety teams from both clubs, local Police from the host city, our rep from Merseyside Police, and supporters' groups from both clubs.

The idea is to exchange views and gauge what to expect. Most importantly, all supporter groups can speak openly and directly to the local match commander. This has made a massive difference, and our last three visits to Europe have probably been the best in this club's history, with Europe on high alert for a terrorist threat. The policing has been fair and friendly but primarily low-key; this is important to how a visiting supporter feels.

I have informed UEFA of the success of the "Liverpool Way" in approaching this, and I know it is something that they are taking seriously.

An example of this cooperation can be found in our recent visit to Brussels and the match at Anderlecht's stadium. We were playing Union SG here due to stadium capacity issues at the Union ground. The Ultras from Anderlecht were not happy, and certain parts of the ground remained closed to both sets of supporters. Pre-game Belgium Police advised us not to go anywhere near certain areas outside the stadium home to "Ultra Groups." There was much discussion on how to get this message out to supporter groups, but the way forward was forewarned, so the message to stay away from these areas was sent out to supporters. Due to supporters from LFC accepting this advice from local Police, the match was incident-free, and visiting supporters were not held back for the first time in over 20 years! This was solely down to supporters listening to the advice of local Police; this is why it is so vital that Police are part of the solution and seek the views of fans at all times.

Season 2023/24 (Competition EUROPA League)

AS SPARTA PRAGUE

Safety A detailed briefing was held before the game with representatives from both clubs, both Police forces and fan groups. This allowed for all parties to air their views and opinions which resulted in a positive match day experience for visiting fans. The match was issue free.

Season 2023/24 (Competition EUROPA League)

AS SPARTA PRAGUE

Security Once again the policing was low key and friendly. This has been the theme throughout this campaign and as definitely contributed towards making the trips enjoyable. It is my opinion that is solely due to the pre match fan engagement meetings that allows all sides to raise any issues they may have.

Season 2023/24 (Competition EUROPA League)

AS SPARTA PRAGUE

Service There were a number of issues flagged up when LFC did their pre-game Reccy. To resolve these issues Ted Morris visited the stadium 48 hours before the fixture to meet with officials from Sparta Prague to resolve the issues. I am delighted to say that we were able to achieve this, and our supporters enjoyed a first class experience.

Manchester City FC



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- i. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- ii. Assist UK police delegations and FCDO address concerns before future matches.
- iii. Inform UEFA to raise issues via their security delegates

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Manchester City **Your Fan Group:** City Matters (with contribution from the MCFC OSC, 1894 Group, Gloucestershire & Cheltenham Branch of MCFC Supporters Club and independent supporters)

Season 2020/21 (Competition UCL/ EUROPA)	Safety	Security	Service
Opposition / stadium/ country – list all			
Chelsea, Estadio do Dragao, Portugal *Covid-19 restrictions*	Mediocre	Mediocre	Mediocre

Season 2021/22 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			
Paris Saint Germain, Parc des Princes, France *unable to comment*			
Club Brugge, Jan Breydel Stadium, Belgium *unable to comment*			
RB Leipzig, Red Bull Arena, Germany *no fans due to Covid-19 restrictions*			
Sporting Lisbon, Estadio Jose Alvalade, Portugal	Mediocre	Mediocre	Mediocre
Atletico Madrid, Estadio Metropolitano, Spain	Mediocre	Poor	Mediocre
Real Madrid, Bernabeu, Spain	Mediocre	Poor	Poor

Season 2022/23 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			
Sevilla *unable to comment*			
FC Copenhagen, Parken Stadium, Denmark	Good	Good	Good
Borussia Dortmund, Westfalenstadion, Germany	Good	Good	Good
RB Leipzig, Red Bull Arena, Germany	Good	Good	Mediocre
Bayern Munich, Allianz Arena, Germany	Good	Good	Mediocre
Real Madrid *unable to comment*			
Inter Milan, Ataturk Stadium, Turkey	Poor	Mediocre	Poor

Season 2023/24 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all to date			
RB Leipzig, Red Bull Arena, Germany *unable to comment*			
Young Boys, Wankdorf Stadium, Switzerland	Mediocre	Mediocre	Mediocre
Red Star Belgrade, Rajko Mitic Stadium, Serbia	Mediocre	Poor	Mediocre
Sevilla, Georgios Karaiskakis Stadium, Greece *unable to comment*			

Any other particularly good/ bad examples from another year	Safety	Security	Service
Opposition / stadium/ country – only include by exception			
Villareal	Poor	Mediocre	Mediocre
Atalanta *played at the San Siro*	Mediocre	Poor	Mediocre
Monchengladbach	Good		Good
Ajax	Poor		
Barcelona		Poor	Poor
Plzen		Good	
Feyenoord			Good
Naples			Poor

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Safety

Season 2011/12 (Competition UCL)
Villarreal / El Madrigal / Spain
<p>Safety (Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)</p> <p>The away end at El Madrigal is located in the single two-tiered stand at the stadium. The stand has an extremely steep rake and there is a lack of railings, meaning that should one individual fall it could (and did in one supporter's case) create a chain reaction of people falling over. That said, we do understand that renovation works have taken place to El Madrigal in the meantime and this issue may have been resolved.</p>

Season 2012/13 (Competition UCL)
Ajax / Johan Cruyff Arena / Netherlands
<p>Safety (Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)</p> <p>A City fan contributed: The crush at Ajax was pretty dangerous.</p>

They'd been trouble throughout the day. It's in YouTube if you want to see it. That was as much the City fans fault as Ajax. There was obviously loads of City fans that had gone for trouble so we weren't blameless.

At the ground it was bedlam. Fireworks and really really loud bangers being set off. I got there in plenty of time and presumably because of the trouble before the game there were extra checks so the away end entrances were packed.

Outside the away entrance they had waist high barriers. As more and more people arrived people were pushed forwards and if you got caught on one of the barriers it was pretty difficult to get off them again because of the pressure from the back. Our fans were quite good at organising ourselves but it had the potential to be really quite bad.

I managed to get in for kick off but loads of City fans missed much of the first half...and we got beat.

Season 2022/23 (Competition UCL)

Inter Milan / Ataturk Olympic Stadium / Türkiye

Safety *(Specifically in terms of entering the stadium where have you had good/ bad experiences and why. Was it easy and safe to get enter the stadium? Consider -Inside of the stadium, thinking about the accommodation, stairwells and concourses where have you felt safe, where have you had concerns and why? (e.g. overcrowding, steep terraces, risk of falls etc). In terms of exiting the stadium where have you had good/ bad experiences and why. (e.g. crushing on exit, narrow exit gates, poor communication by stewards, inappropriate policing). Clear communication is essential in keeping fans safe (and feeling safe) e.g. clear signage, announcements, stewards. Where has this been good/ bad and why. Thinking about your journey to and from the stadium provide examples of good/ bad experiences and why you rate it that way.)*

There were a number of safety concerns in Istanbul. These included a fan zone that still resembled a building site – some individuals suffered injuries as a result, disabled supporters saw wheelchairs damaged trying to navigate a rubble strewn journey to the fan zone/stadium. The entrance into the stadium saw supporters pass through narrow passageway of fences with protruding bases. Some of the gates saw crushing both before and after the match. On the way back to the coach park, there was a lack of clear signage and staff to assist in the pitch black. There was a crush at one metro station on the way to the game.

For more information, please refer to the City Matters report on fan experience in Istanbul:

<https://x.com/citymattersreps/status/1683921711845249029?s=20>

Security

Season 2021/22 (Competition UCL)

Real Madrid / Bernabeu / Spain

Security *(On match day (or match day -1) but before travelling to the game where have you felt safe/ unsafe due to the threat from local supporters – provide details. In terms of the local policing operation (in the city centre etc) where have you felt safe. How have the police communicated with you effectively and where do you feel you were treated unfairly? On gaining entry to the stadium where has the security operation (police/ stewards/ private security) been good/ poor? Consider level of search, communication, seizure of items (e.g. flags) Where have you felt safe in the stadium? Consider segregation/ protection from missiles/ flares etc How / where have police and stewards appropriately managed the crowd? Was there effective communication and dialogue? Have you experienced negative/ unjustified "holdbacks" in stadiums? How was it communicated to you and for how long were you held? On exiting the stadium have you felt safe – why, what makes a good operation?)*

After the game against Real Madrid, we were held back in the stadium for an extremely long time. If I recall correctly, it was around midnight Spanish time before we were allowed to leave – aside from the nature of the

result, there had been no friction between supporters before the game, so it was difficult to see the justification for such a long holdback. The holdback was managed by police essentially blocking the exit down to the concourse.

Prior to the game, the police were insisting that supporters to enter the stadium when they arrived on the buses provided by a travel partner. This was some time before kick-off and facilities were limited in the stadium (particularly given it was at the time undergoing renovation). Madrid had also used the renovation as an opportunity to cut the allocation of tickets provided to visiting supporters.

On the whole, the approach of the police in Madrid was very confrontational – many were dressed in riot gear. Whilst we do not think there were any instances of tensions flaring up, it made for a wholly unwelcome atmosphere.

It should be noted that historically, City fans have had issues of being attacked by the police in Madrid (this also extends to clashes when playing against Atletico in 2022):

2016: <https://metro.co.uk/2016/05/05/manchester-city-fans-attacked-by-spanish-police-inside-the-bernabeu-during-real-madrid-clash-5860553/>

2012: https://www.huffingtonpost.co.uk/2012/09/25/manchester-city-fans-horrendously-treated-spanish-police_n_1912277.html

Season 2023/24 (Competition UCL)

Crvena Zvezda / Rajko Mitic Stadium / Serbia

Security (On match day (or match day -1) but before travelling to the game where have you felt safe/ unsafe due to the threat from local supporters – provide details.

In terms of the local policing operation (in the city centre etc) where have you felt safe. How have the police communicated with you effectively and where do you feel you were treated unfairly? On gaining entry to the stadium where has the security operation (police/ stewards/ private security) been good/ poor? Consider level of search, communication, seizure of items (e.g. flags) Where have you felt safe in the stadium? Consider segregation/ protection from missiles/ flares etc How / where have police and stewards appropriately managed the crowd? Was there effective communication and dialogue? Have you experienced negative/ unjustified "holdbacks" in stadiums? How was it communicated to you and for how long were you held? On exiting the stadium have you felt safe – why, what makes a good operation?)

Manchester City supporters were attacked by Crvena Zvezda fans the night before the match. There were also reports of City fans being told to handover their shirts on the day of the game. Flags were confiscated from supporters, which eventually made their way to the Crvena Zvezda ultras. Media coverage of the attack:

<https://www.mirror.co.uk/sport/football/news/man-city-statement-redstar-belgrade-31667992>

Season 2021/22 (Competition UCL)

Sporting Club / Estadio Jose Alvalade / Portugal

Security (On match day (or match day -1) but before travelling to the game where have you felt safe/ unsafe due to the threat from local supporters – provide details.

In terms of the local policing operation (in the city centre etc) where have you felt safe. How have the police communicated with you effectively and where do you feel you were treated unfairly? On gaining entry to the stadium where has the security operation (police/ stewards/ private security) been good/ poor? Consider level of search, communication, seizure of items (e.g. flags) Where have you felt safe in the stadium? Consider segregation/ protection from missiles/ flares etc How / where have police and stewards appropriately managed the crowd? Was there effective communication and dialogue? Have you experienced negative/ unjustified "holdbacks" in stadiums? How was it communicated to you and for how long were you held? On exiting the stadium have you felt safe – why, what makes a good operation?)

Supporters reported that flags were confiscated from them, which later ended up in the possession of the Sporting ultras. After the game, the police directed all supporters on a convoluted direction towards the city centre – regardless of whether supporters were staying in another area of Lisbon for example.

Season 2021/22 (Competition UCL)

Atalanta / San Siro / Italy

Security (On match day (or match day -1) but before travelling to the game where have you felt safe/ unsafe due to the threat from local supporters – provide details.

In terms of the local policing operation (in the city centre etc) where have you felt safe. How have the police communicated with you effectively and where do you feel you were treated unfairly? On gaining entry to the stadium where has the security operation (police/ stewards/ private security) been good/ poor? Consider level of search, communication, seizure of items (e.g. flags) Where have you felt safe in the stadium? Consider segregation/ protection from missiles/ flares etc How / where have police and stewards appropriately managed the crowd? Was there effective communication and dialogue? Have you experienced negative/ unjustified "holdbacks" in stadiums? How was it communicated to you and for how long were you held? On exiting the stadium have you felt safe – why, what makes a good operation?)

Atalanta were playing at the San Siro during their first season in the Champions League. After the game, supporters reported that they were kettled in security pens outside the stadium – which made them feel unsafe.

Season 2015/16 (Competition UCL)

Borussia Mönchengladbach / Borussia Park / Germany

Service (Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following -

How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)

Mönchengladbach is a relatively small town, so many supporters choose to stay in larger places including Köln and Düsseldorf which are located nearby. The best way of making that journey is via train – however, there is still a relatively long journey to Borussia Park. That said, the local organisers arranged shuttle buses to help fans (both home and away) make that journey. The buses came into their own after the game, where they quickly ferried the many visiting supporters back to Mönchengladbach station and on to their connecting trains.

In a direct contrast, at Schalke, once supporters arrived back at Gelsenkirchen station there was very few trains back to Düsseldorf or Köln - where many supporters choose to stay. This meant the train was very cramped.

Season 2022/23 (Competition UCL)

Inter Milan / Ataturk Olympic Stadium / Türkiye

Service (Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following -

How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)

At the Ataturk Olympic Stadium, supporters found that the number of concession stalls was inadequate – this made for huge lines. Once at the kiosk, pricing was fluctuating between individuals – with many charged more than advertised. In the fan zone, there was not enough toilets for supporters – many of the toilets were also in motorhomes. One supporter had the vehicle drive off whilst they were still using the toilet!

City supporters were advised to use the shuttle buses from the Yenikapi fan park to travel to the stadium. Many supporters had to queue for around one hour in the baking sun in order to access the buses. The journey to the stadium took an extremely long time – around 2 hours. The buses lacked air conditioning, toilet facilities and most had to stand for the entire way. There was a lack of traffic management to help the buses progress.

On the return journey, there was no organisation within the coach park – buses for each of the three destinations (Yenikapi, Istanbul Airport and Sabiha Gokcen Airport) were strewn with no order and completely gridlocked; taxis

had been allowed into the fan zone. The queuing system that had been set up with railings completely melted away. As a result, many fans left the fan zone only to enter a dangerous dual carriageway – many paid large amounts (such as £100) to taxi drivers.

For more information, please refer to the City Matters report on fan experience in Istanbul:

<https://x.com/citymattersreps/status/1683921711845249029?s=20>

Season 2022/23 (Competition UCL)

Bayern Munich / Allianz Arena / Germany

Service *(Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following - How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)*

Transport to the Allianz Arena is relatively painless, with ample trains on the U-Bahn running at regular intervals. However, rather than walking on the main path from the station to the stadium (as home supporters do), visiting supporters are now required to walk on a large detour along a small track parallel to train tracks. This was not the case when City fans had visited in earlier seasons.

Unlike the remainder of the stadium, no beer is served within the away end. This is not a huge problem, as the Allianz Arena operates with an outer perimeter and visiting supporters are able to enter the home end concourse to purchase a beer if they like. That said, unlike home supporters, City fans were prohibited from taking beer into the stadium bowl.

With Bayern, it is important to recognise that the general fan experience is still very good – the stadium is safe and has a good view, for example. However, the issues as outlined above stand out because they are either changes from previous visits (the walk) or they are outliers compared to the remainder of Germany (away fans are able to purchase and drink beer on the terraces at Dortmund and Schalke, for example).

Season 2017/18 (Competition UCL)

Feyenoord / De Kuip / Netherlands

Service *(Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following - How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)*

After our match against Feyenoord, the local authorities had arranged for a train to be ready at the closest station (which is a stone's throw away from De Kuip) for visiting supporters. The train had ample capacity for supporters and travelled to Rotterdam Central, but also to Schiphol Airport and Amsterdam Central. Travel back to central Rotterdam was already quite easy given the city's metro, but the train made it even easier, and for those going even further it would have been a godsend.

Season 2023/24 (Competition UCL)

Young Boys / Wankdorf Stadium / Switzerland

Service (Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following -

How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)

City fans reported that despite there being different price points for tickets, upon arrival at the Wankdorf Stadium it was unallocated seating. Whilst the difference was not huge, this was an inconvenience and some lost out on money.

Season 2021/22 (Competition UCL)

Real Madrid / Bernabeu / Spain

Service (Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following -

How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)

City supporters were located in the extremity of the stadium with a poor view, compounded by restrictive netting placed in front of the away end. Furthermore, Madrid had used the excuse of the ongoing renovations taking place to the stadium to reduce the visiting allocation below what we were entitled to.

Season 2023/24 (Competition UCL)

Real Madrid / Bernabeu / Spain

Service (Football is an entertainment. Supporters deserve to be treated as "customers" and have an enjoyable experience. From that perspective consider the following -

How was your journey to the stadium? Was there adequate and timely trains/ buses etc? Were you given clear directions and signage? If it was facilitated transport (i.e. arranged by the club/ police/ local authorities) was it comfortable and did it take a sensible route? Was it escorted by the police? How was the experience? On arrival, was your entry to the stadium welcoming? Was the seating in the stadium comfortable with a good view? Were there adequate concessions i.e. food/ drink and toilet facilities? Were females, children and disabled supporters properly catered for? What was the attitude of stewards like? Was there adequate signage and P.A. announcements? How was your journey away from the stadium?)

Been here a few times so fairly conversant with the trip, stayed 7th – 10th April in an AirBNB in the centre near Playa Major. Always enjoy ourselves in Madrid, all welcoming locals, bars, restaurants and shops all happy for us to be there spending!! It is made very clear regarding the need to be at the stadium in good time and to that effect the local policing is fairly firm in encouraging that. They do not take any nonsense lightly but could be more welcoming and ease the process. Historical fall outs with police by other clubs have put them on a very no nonsense approach. Can't complain as they do their job and it gets us supporters in line and in the ground. That also helps as en-masse a lot of Blues helped to get to the SOL Metro successfully. Stewards in the ground were fine and helpful. We didn't really come across opposition supporters other than a bit of mixing on the Metro to and from the game but no issues from what I experienced. I think where away supporters stay and enjoy the trip centrally around the Playa Major doesn't clash with the locals before or after the game. The new extended ground was spectacular although the rake of the away seating was somewhat risky since we all naturally want to stand during the game but all in all fine.

Any Other comments

We are aware that our response cannot be the definitive answer for Manchester City supporters. There may be some matches that we did not attend and would be unable to comment on, we are reliant on personal recollection, and we recognise that our experiences are not representative of everyone.

There are a few common themes that we wanted to recognise per country.

Travelling to a match in Germany is generally the best for supporters. Facilities are often modern and safe, there are relaxed attitudes to drinking beer in the stadium, some transport is included within your ticket price, and the police are often extremely reasonable. Many of these themes also apply to places like Denmark or Switzerland.

In contrast, practically all supporters we spoke to found the approach to policing in Spain (and to an extent France) to be confrontational – this often led to incidents which soured fan's perception of their trip. Some of these incidents occurred away from the stadium, in settings that were fun natured.

Manchester United



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- iv. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- v. Assist UK police delegations and FCDO address concerns before future matches.
- vi. Inform UEFA to raise issues via their security delegates

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Manchester United FC

Your Fan Group: Manchester United Supporters Trust (MUST)

Season 2020/21 (Competition UCL/ EUROPA)	Safety	Security	Service
Opposition / stadium/ country – list all			
Villarreal (Poland, 26th May2021)	Good	Mediocre	Good

Season 2021/22 (Competition UCL)	Safety	Security	Service
Opposition / stadium/ country – list all			
BSC Young Boys (Switzerland, 14thSeptember 2021)	Good	Good	Good
Atalanta (Italy, 2nd November 2021)	Mediocre	Mediocre	Mediocre
Villarreal (Spain, 23rd November 2021)	Mediocre	Mediocre	Mediocre
Atletico Madrid (Spain, 23rd February 2022)	Good	Good	Good

Season 2022/23 (Competition UCL/ EUROPA/ Conference)	Safety	Security	Service
Opposition / stadium/ country – list all			
FC Sheriff Tiraspol (Moldova, 15th September 2022)	Good / Mediocre	Good	Good / Mediocre
Omonia Nicosia (Cyprus, 6th October2022)	Good / Mediocre	Good	Good / Mediocre
Real Sociedad (Spain, 3rd November 2022)	Good	Good	Good / Mediocre
FC Barcelona (Spain, 16th February 2023)	Good	Good	Good / Mediocre
Real Betis (Spain, 16th March 2023)	Good	Good / Mediocre	Good / Mediocre
Sevilla (Spain, 20th April 2023)	Good	Good / Mediocre	Good / Mediocre

Season 2023/24 (Competition UCL)	Safety	Security	Service
Opposition / stadium/ country – list all to date			
Bayern Munich (Allianz Arena Germany, 20th September 2023)	Good	Good	Good
FC Copenhagen (Telia Parken -Denmark, 8th November 2023)	Mediocre	Good	Good
Galatasaray (RAMS Park Turkey, 29th November 2023)	Poor	Poor	Poor

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Season 2021/22 (Competition UCL)
Atalanta (Italy, 2nd November 2021)
Safety / Security / Service
Atalanta Typical robust security on access but not overly aggressive.
Again, there was nothing of note that I remember which suggests it was a positive experience.
Atalanta while being heavily Covid centric around certs etc wasn't terrible, but being circled by riot police before the coaches to the ground was a bit off putting. After the game being dropped into the city centre with zero public transport or taxis available led to massive issues for fans to get to their hotels and/or risk engaging with home fans.

Season 2021/22 (Competition UCL)
Villarreal (Spain, 23rd November 2021)
Safety / Security / Service
Villarreal, we arrived very early, and access was good but increased aggression by police and stewards as question developed. Totally inappropriate policing on the terraces. Their response to some aisle blocking was to walk down gangways in number wielding batons with no prior requests or warnings.
Villarreal: most overzealous and aggressive policing I've seen. Fans threatened outside the ground, on the walk to the ground, violence threatened, aggressive policing on entry, you didn't feel safe. In the ground, multiple instances of fans being assaulted and struck with batons for no valid reason. It stinks of a police force who just wanted to lay into any fan of an English club.

Season 2021/22 (Competition UCL)
Atletico Madrid (Spain, 23rd February 2022)
Safety / Security / Service
Atletico, again, big show of force by the police and riot police inside the ground, bemusing to the fans as there had not been a single incident or issue, unnecessary. Holdbacks a nightmare as they always are at every European away game

Season 2022/23 (Competition EUROPA)

Real Sociedad (Spain, 3rd November 2022)

Safety / Security / Service

Sociedad Typical Spanish level of access security but not overly aggressive. Minimal holdback after the match exiting alongside local fans was an unexpected positive.. Real Betis Surprisingly friendly atmosphere and no issues with access (contrast to Sevilla in the same city in previous years and a month later in the season. Terracing is very steep with no safety rails.

There was not much specific to note from any of the games and that to me shows it was a positive experience at them all.

Season 2022/23 (Competition EUROPA)

FC Barcelona (Spain, 16th February 2023)

Safety / Security / Service

Barcelona: Much better access experience than all previous visits where stewards have been overly aggressive. Holdback also minimal whereas previous have been excessive. Usual poor location in the gods with limited visibility through Perspex screens. Thankfully the stadium is now being completely rebuilt. There was not much specific to note from any of the games and that to me shows it was a positive experience at them all.

Season 2023/24 (Competition UCL)

Galatasaray (RAMS Park Turkey, 29th November 2023)

Safety / Security / Service

Galatasaray - One of the worst experiences in years. Complete breakdown of access into the stadium with dangerous overcrowding and other safety hazards. Many fans took over two hours to enter, eventually getting in 30 mins after match started. Police in the away area failed to step in to manage the situation (instead just sheltering from the rain) We are aware the MUFC officials alerted stadium and local authorities at several points but were ignored. Other issues include inappropriate confiscation of personal items, over-pricing of food & drinks compared to home fans and a holdback after the match of more than 80 minutes creating further safety risks and returning to the city after midnight when public transport had closed.

All the ratings are based on the same things. The queues to get in the ground were excessive there was hardly anyone there to try and guide people, give advice or keep any control. Appreciate the weather wasn't great and had an impact but when getting to the turnstiles, there was lots of issues with the, some appeared not to be working, people struggling to get their phones to scan and people couldn't scan paper tickets due to the wet weather and paper tearing. The holdback seemed really excessive and there was little to no communication about hold long we would be held back. We were told not to visit Taskim Square by the club but this was after we had already booked a hotel there. We ignored the advice as we can act like normal people and not animals and we had no issues.

Galatasaray: The epitome of a disgrace. Tickets not scanning, zero assistance apart from ignorant and non-English speaking stewards, a ticket office with 1 person who didn't speak much English and left like pigs in a pen. Only a few turnstiles open for entry, area flooded, timber pallets being used as steppingstones, a 3rd world attempt at entry to football stadium. The search's subsequently were also overzealous, everything outside of your phone and wallet was seized, from vapes to power banks (necessary for these type of trips with digital tickets needing usage, but an item taken by stewards), cigarette lighter, pretty much everything, felt like a criminal entering the stadium for having normal everyday items in my pocket. Stewards laughing as they seized the items, knowing they would be keeping them for themselves. Saw members have EarPods style headphones taken, a high value item! Wouldn't return to that ground.

In Turkey, they put our full allocation through small double doors, we stood outside in the bouncing rain for an hour, then we got crushed through.

Season 2023/24 (Competition UCL)

Bayern Munich (Allianz Arena Germany, 20th September 2023)

Safety /Security /Service

In Munich we were treated as normal human beings, as opposed to being a threat. Very low-profile policing, which is appreciated. Copenhagen - all good bar for entry to the stadium, which involved having to cross a large area of wet, muddy, grass. Stewarding inside the stadium was very good. Very approachable. Galatasaray- a shambles entering the stadium with limited entry points and hazards in the way. Not made to feel welcome in any shape or form.

Season 2023/24 (Competition UCL/ EUROPA)

FC Copenhagen (Telia Parken -Denmark, 8th November 2023)

Safety / Security / Service

Copenhagen: Entry/exit was through a muddy grassed area, it was a terribly poor entry and exit area, outside of the slips/trips and darkness, clothing ruined in mud.

Any Other comments

Europa League Final in neutral country was immediately post covid re-opening with only 25% capacity. Smooth access using digital tickets. Friendly atmosphere in the city during match day but some local 'ultras' had attacked a few fan areas on the previous evening. Dealt with by police.

Holdbacks are extreme and often unnecessary, pricing inside the ground for food and drinks can be vastly inflated for very poor products, toilet facilities are a disgrace by and large and policing needs to be a lot less aggressive.

Newcastle United FC



UEFA Competition Fan Feedback Reports

Circulation: All clubs in England & Wales who have participated in a UEFA competition in the last 3 seasons plus this season (although observations are not limited to that period if there are specific issues).

Purpose:

- i. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
- ii. Assist UK police delegations and FCDO address concerns before future matches.
- iii. Inform UEFA to raise issues via their security delegates

Areas to cover:

Detail each of the clubs (and in which competition) your supporters have visited in the last three seasons. If there are particular examples of good or bad experiences outside of that period please feel free to include them. Detail the opposition, stadium and country e.g. Bayern Munich, Allianz Arena, Germany (Note sometimes clubs use alternate venues for European fixtures).

Safety: Considering entrance, the match and exit did you feel safe? e.g. Was there adequate space, the rake of the terrace/ seating, was it easy to get in and out?

Security: Did the police/ stewards/ security adequately protect you from any threats such as attacks from home fans, missiles etc? Was searching effective and proportionate?

Service: Were you made to feel welcome and given an enjoyable experience? e.g. Were stewards and security personnel helpful? Were toilet and catering facilities adequate?

Considering safety, security and the service of your match experience please rate each away game in the summary table below and provide specific details in free text section. It may assist to complete the review section comments before finalising your ratings.

Good	Positive experience, felt safe and welcomed
Mediocre	Some good, some bad. Nothing positive or negative of note
Poor	Felt unsafe at times, no attempt to welcome you in the stadium

Summary

Your Club: Newcastle United **Your Fan Group:** NUSC

I have spoken with a number of fans groups, including NUSC, whose general opinion form the base of this submission.

Season 2023/24 - UCL	Safety	Security	Service
Opposition / stadium/ country – list all to date			
AC Milan – San Siro – Italy – 19.09.23	Good	Good	Mediocre
Borussia Dortmund – Signal Iduna Park – Germany – 25.10.23	Mediocre	Good	Good
PSG – Parc des Princes – Paris – 28.11.23	Mediocre	Mediocre	Good

Reviews

Consider each of the following areas. There is no need to include every match or cover every question for every club you do include – the notes are prompts and you should feel free to add any other details. Complete the summary for just those clubs where there is something significant to highlight. Bear in mind the aim is to be able to give positive and negative feedback to match organisers so comments should focus on what was particularly good that others could learn from and what was poor that needs to be addressed. If you feel it was just one element that was poor, for example service, but you felt safe then there is no need to complete the other two sections. Add as many additional boxes as you require for each club.

Season 2023/24 - UCL
AC Milan / San Siro / Italy
Safety – Good clear instructions and entry system to the ground.

Season 2023/24 - UCL
AC Milan / San Siro / Italy
Security – Security in the main was good. There was an isolated incident involving a travelling Newcastle fan who was stabbed by AC Milan fans. This was not deemed football related on the eve of occurrence MD-1. Enquiries by police proved that this was football related. Police contacts (via spotters) assisted with embassy contact and family liaison in relation to this incident which was well dealt with. Police were friendly and welcoming. Spoke with fans and communicated effectively. No issues on MD-1 or MD. Police engaged with fans and facilitated street drinking and movement to the ground. Hold back was for 30 minutes. This was communicated to fans pre and post-match. San Siro well versed in policing high profile fixtures.

Season 2023/24 - UCL
AC Milan / San Siro / Italy
Service – Journey to and from stadium was poor. Trains were not well advertised and police required fans to get off at alternative stadium, advised last minute. Toilet facilities particularly poor. Very poor post management of

supporters after holdback in the fact that once fans allowed out of the stadium, local train stations were shut requiring fans to walk a long distance back to city centre / any further transport hub.

Season 2023/24 - UCL

Borussia Dortmund / Signal Iduna Park / Germany

Safety – Easy to get to stadium and enter. Poor away section. Both sets of fans were allowed to mix on the concourse at half time resulting in numerous away fans in the home end entering the away standing end unchecked. Stewards were absent after half time. No checks on tickets caused overcrowding in the away end. Poor signage and communication from stewards.

Season 2023/24 - UCL

Borussia Dortmund / Signal Iduna Park / Germany

Security – Large numbers of ticketless NUFC fans attended the fixture. Good policing operation in the town centre (Dortmund) and also in nearby Dusseldorf. Police communicated with fans. Felt safe and welcomed. No requirement for holdback. Police presence on exit, fans mixed well without issue.

Season 2023/24 - UCL

Borussia Dortmund / Signal Iduna Park / Germany

Service – No issues.

Season 2023/24 - UCL

PSG / Parc des Princes / Paris

Safety – Safe to enter the stadium once arrived. Very conscious of personal safety on journey to and from stadium due to reputation / previous incidents and incident of note on MD-1 where PSG Hooligan element attacked local bar throwing chairs and setting off pyro.

Season 2023/24 - UCL

PSG / Parc des Princes / Paris

Security – Very conscious of personal safety on journey to and from stadium due to reputation / previous incidents and incident of note on MD-1 where PSG Hooligan element attacked local bar throwing chairs and setting off pyro. Constant feeling of unease throughout attending the fixture. Local police did not really communicate or interact with supporters. Good entry system to ground.

Season 2023/24 - UCL

PSG / Parc des Princes / Paris

Service – No issues.

