**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:**

1. Build a detailed summary of fan experiences under each of the UEFA categories of Safety, Security and Service to highlight good / bad practice.
2. Assist UK police delegations and FCDO address concerns before future matches.
3. 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.

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| 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 ……………………………. Your Fan Group……………………………….

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

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| Season 2020/21 (Competition UCL/ EUROPA) | Safety | Security | Service |
| Opposition / stadium/ country – list all |  |  |  |
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| Season 2021/22 (Competition UCL/ EUROPA/ Conference) | Safety | Security | Service |
| Opposition / stadium/ country – list all |  |  |  |
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| Season 2022/23 (Competition UCL/ EUROPA/ Conference) | Safety | Security | Service |
| Opposition / stadium/ country – list all |  |  |  |
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| Season 2023/24 (Competition UCL/ EUROPA/ Conference) | Safety | Security | Service |
| Opposition / stadium/ country – list all to date |  |  |  |
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| Any other particularly good/ bad examples from another year | Safety | Security | Service |
| Opposition / stadium/ country – only include by exception |  |  |  |
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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.

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| Season 202x/2x (Competition UCL/ EUROPA) |
| Opposition / stadium/ country |
| **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.)* |

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| Season 202x/2x (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?)* |

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| Season 202x/2x (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?)* |

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| **Any Other comments** |
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Date completed……………….