



MANAGEMENT OF PERSISTENT STANDING AT THE CARDIFF CITY STADIUM

UPDATE REPORT FIVE

**Version 1.0
Report
16 November 2015**



Prepared By
Dr Steve Frosdick
IWI Associates Ltd
Locks Heath, Southampton SO31 6DG

1. INTRODUCTION

- 1.1. This document is an independent report prepared by Dr Steve Frosdick of IWI Associates Ltd following a visit to the Cardiff City Stadium on Friday 13 November 2015 for the international friendly match between Wales and Netherlands.
- 1.2. This report provides an update on five previous reports (the original report and update reports one, two, three and four) and should be read in conjunction with those documents. The five previous reports are available to download from <http://tinyurl.com/n2uo3v9>.
- 1.3. This update report makes further comment on the management of persistent standing. The report is structured in three main sections:
 - Managing the Canton Stand;
 - Managing the Ninian Stand; and
 - Managing the Grange Stand and Grandstand;

2. MANAGING THE CANTON STAND

2.1. INTRODUCTION

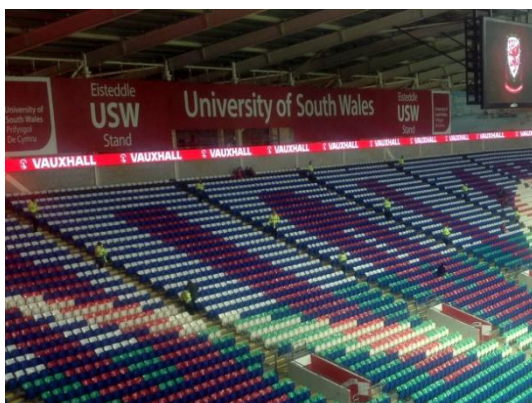
- 2.1.1. The stadium management reported that the management regime for this stand was the broadly the same for Wales international matches as it was for Cardiff City home fixtures. The vast majority of the ticket purchasers for Wales games would know that this was the 'atmosphere area' where it was anticipated that the vast majority of the spectators would persistently stand throughout the match. The risk of customer service issues arising for fans who wanted to sit down was therefore low. The fans had behaved very well throughout the EURO 2016 qualification stage and were supervised by a larger number of stewards than the other stands. The risk of security issues arising was therefore also low. The angles of rake, the seat widths and clearway depths were of course unchanged, thus the risk of safety issues arising from the physical infrastructure remained as low for Wales matches as it did for Cardiff City games.
- 2.1.2. The one difference in the safety risk assessment involved the introduction of a band to support the atmosphere in the stand. The band was located in the gantry behind the centre of the stand. This attraction raised concerns of radial fan migration towards the rear rows and of lateral fan migration towards the centre. Any such migration could risk overcrowding in the rear centre and therefore needed to be carefully managed.
- 2.1.3. The briefing notes for the match noted that,

We need to strongly manage the Canton Stand and in particular to prevent any alleged overcrowding near the back rows (especially under the clock). To facilitate this, extra staff have been employed for this event and should be allocated to each Canton vomitory (103-108). Allocated stewards are to check each and every ticket at the vomitories into the Canton Stand. Safestyle stewards to check tickets at row AA to stop migration towards the back where the atmosphere is being generated. Regular movement up and down the walkways will take place to ensure walkways are kept clear in this area.

- 2.1.4. The deployments of the 35 stewards allocated to the Canton Stand were detailed in a separate printed sheet.
- 2.1.5. In addition to these stewarding deployments, the two seats in each row adjacent to the gangway had been taken off sale from row H backwards and the stewards briefed to keep these seats empty. This would provide expansion room for any lateral migration arising from the fans being stood up (standing fans take up more space than fans who are sat down) and prevent any lateral migration into the gangways. The gangways would thus be kept clear for spectator circulation and emergency access.

2.2. MATCHDAY OBSERVATIONS AND CONCLUSIONS FOR THE CANTON STAND

- 2.2.1. The stewarding deployments were monitored from before the stadium opened to the public. Direct observations were then kept from the gantry behind the stand from 40 minutes before until 20 minutes after kick-off.
- 2.2.2. The stewards were observed to be deployed in precise accordance with the plan. There were the specified numbers of stewards at the vomitories, in the gangways, on the field gates and in the replacement pool.



The stewards were deployed in precise accordance with the plan

- 2.2.3. Spectator tickets showed block, row and seat numbers. Crowd access to the stand was observed to be gradual and slow. Spectators were seen having their tickets checked and their seats pointed out by stewards. Stewards at row AA were seen checking tickets so that people did not migrate further backwards than their tickets allowed.



Stewards were checking tickets and politely pointing out the location of the spectators seats

- 2.2.4. The stewards were observed to be polite and friendly. The stewarding presence, activity and demeanour created an environment whereby it seemed natural for the fans to stand in front of their correct seats and the vast majority appeared to do so.
- 2.2.5. As kick-off came and went, it was clear that there was no overcrowding whatsoever. Although everyone was standing, the stewarding had ensured an even distribution of spectators throughout the stand in accordance with the plan. Crowd access remained gradual and slow, with no late surge apparent, and the stewards maintained their ticket checking regime throughout. Stewards were also active in seeking to keep the end two seats of each row clear.



At six minutes and then three minutes to kick-off, it was clear there had been no migration backwards



Stewards were active in preventing lateral migration into the empty seats



At five minutes after kick-off, there is clearly no overcrowding whatsoever in the stand

- 2.2.6. The wisdom of the plan of keeping the two empty seats at the end of each row clear became apparent when the match was approaching its conclusion and the gangway stewards were withdrawn to protect the pitch perimeter. There was some minor lateral migration into the empty seats, however the gangways remained clear until the end of the match. There was also no evidence of radial migration backwards and there was no overcrowding to be seen.



The gangways remained clear and there was no overcrowding even after the stewards withdrew

2.3. CONCLUSIONS IN RESPECT OF THE CANTON STAND

- 2.3.1. For this match, the customer service and security risks in the Canton Stand were low. The safety risks associated with the physical infrastructure were also low. However there were concerns about safety risks arising from radial and lateral spectator migration by persistently standing fans. These risks were very well managed through a planned reduction in capacity, planned stewarding deployments, very active and effective stewarding and a high level of spectator co-operation.



*The persistent standing in the Canton Stand was very well managed.
Gangways were kept clear and overcrowding was prevented throughout the match*

3. MANAGING THE NINIAN STAND

3.1. INTRODUCTION

The stadium management reported that the management regime for this stand was exactly the same for Wales international matches as it was for Cardiff City home fixtures. The corollary of tolerating persistent standing in the Canton Stand was that no persistent standing would be allowed anywhere else in the stadium. Firm enforcement action would be taken if required. This would ensure the prevention of customer service risks arising from spectators being forced to stand to get a view.

- 3.1.1. To this end, the briefing notes for the match noted the general point that,

Spectators must be sat in the correct seat and standing will not be tolerated. This is an all seater stadium and we must ensure we control standing.

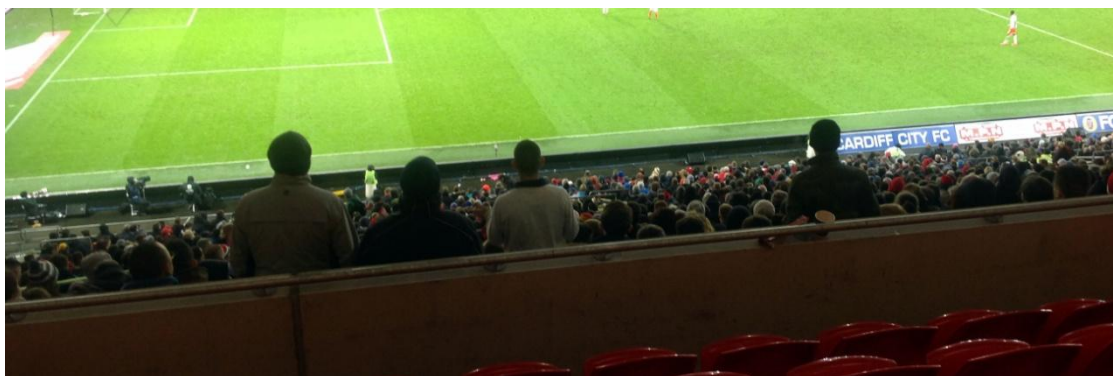
3.2. MATCHDAY OBSERVATIONS OF THE NINIAN STAND

- 3.2.1. Observations were carried out from the level four middle tier, which remained empty for this match. Direct observations were kept from the 25th minute until the 40th minute and then again from the 55th to 80th minutes. The stand was also monitored from the gantry behind the Grange Stand from the 46th until the 50th minute.
- 3.2.2. On beginning the observations, it was noted that there were only five persons persistently standing in the entire stand, which was sold out for this match. All five were standing in the very back row, where in theory they could not block anyone else's view. This did not however detract from the stewards' firm enforcement of the no standing policy in this stand; for any match where level four was sold, any such standing would block the views of those in the middle tier.
- 3.2.3. At 2022 hours, two stewards were seen to deploy up the gangway and to ask the five persons to sit down. Four of them did so. One man in a red coat was seen arguing with the stewards, refusing to sit down and then to begin filming the stewards on his mobile phone. This was wilful non-compliance with the stewards' reasonable request.
- 3.2.4. At half-time, the man was invited to come down onto the concourse for a discussion about his conduct. He declined to do so. Shortly afterwards, the man was rightly ejected by two members of the stewarding response team.



The one person who persistently stood and refused to sit when asked was ejected at half-time

- 3.2.5. Shortly after the start of the second half, a small number of people (less than ten) were seen persistently standing in blocks 116 and 117 at the rear of the stand. Pairs of stewards were seen to deploy up the gangways and to get the fans to sit down.
- 3.2.6. During the direct second half observations, there were periods when there was nobody at all stood up in the stand. From time to time, a few individuals in the back rows would be slow to sit back down after an exciting passage of play. For example, after Wales scored their second goal, the whole stand stood and celebrated. Everybody except eight persons in the back two rows sat back down fairly quickly. After a couple of minutes, only four were still standing. After a couple more minutes, only two were still standing in the entire stand.



With a handful of exceptions, there was no persistent standing in the Ninian Stand

3.3. CONCLUSIONS IN RESPECT OF THE NINIAN STAND

- 3.3.1. With a handful of exceptions, there was no persistent standing in the Ninian Stand. The one person who wilfully refused to sit down was rightly ejected at half time.

4. MANAGING THE GRANGE STAND AND GRANDSTAND

4.1. THE AWAY SECTION

- 4.1.1. The attendance in the away section was expected to be 190 persons but appeared to be lower. Some were seated and some remained standing, however the very low crowd density and the fans' demeanour meant that there were no safety, security or service risks apparent.



The crowd density in the away section was very low and no risks were apparent

4.2. THE GRANGE STAND FAMILY SECTION

- 4.2.1. Direct observations were kept from the 46th until the 52nd minute. After the second half kicked off, the crowd drafted back into the bowl and retook their seats. By the 52nd minute, everyone appeared to have returned. All gangways were seen to be clear and no persistent standing was observed.



Gangways were clear and there was no persistent standing in the Grange Stand Family Section

4.3. THE GRANDSTAND

- 4.3.1. The Grandstand was monitored from the observation positions from time to time over the course of the match. All gangways were seen to be clear and no persistent standing was observed.



Gangways were clear and there was no persistent standing in the Grandstand