ALLEGATI:

Si riporta copia completa di un “Match Day Operational Order”, in cui appare evidente la pianificazione del servizio di ordine pubblico da parte della forza di polizia locale.
Match Day Operational Order

Working in Partnership

Premier League Fixture

Stoke City -v- Newcastle United

Category ‘C’

Saturday, 11th April, 2009

Kick-off 1730 Hrs.

REstricted

INTENTION
Prevent and detect criminal offences particularly disorder.

Minimise traffic congestion.

Support the stewards at the ground in ensuring safety of supporters. Most people are coming to have a good day and enjoy the game.

PRE MATCH
Particular attention to licensed premises.

Must be aware of the possibility of overcrowding/crushing at turnstiles/banisters and bring any fears to immediate attention of SILVER.

DURING MATCH
Fully support stewarding inside ground.

Prevent confrontation.

AFTER MATCH
THERE WILL BE NO HOLD IN.

POSITIVE ACTION TO PREVENT DISORDER AND DEAL WITH OFFENDERS.

Must wait to be deployed by Bronze commander or Silver Control.

EMERGENCY EVACUATION PROCEDURE
STEWARD TAKE YOUR POSTS.

MUSICAL RECORD.

All officers must familiarise themselves with the evacuation procedure on the red sheet.

REstricted

HEALTH AND SAFETY
Must act together as a team. Do not act independently. Do not get drawn into the crowd.

CS spray must be carried by all trained officers and only used in accordance with their training.

It’s use in confined, restricted or crowded areas could have serious effects and could incapacitate colleagues.

ARRESTS
NO GROUND DETENTION ROOM

Arrests at ground, ground perimeter or town centre will be processed at The N.A.C.F., Erdina.

EJECTIONS
Enforcement of ground regs, and ejections are the responsibility of the stewards.

Police officers will not eject persons from the stadium - where there is evidence of an offence or breach of the peace - arrest.

Police Officers will assist stewards where necessary.

CCTV
Make use of it in both ground and outside, request through SILVER.

COMMUNICATIONS
Public Order Resources:

485 FOOTBALL 1
Road Crime Team & Traffic Management system
Resources:

487 FOOTBALL 3

Strict radio discipline to be maintained.

REstricted

INTELLIGENCE

Intelligence forms a major aspect in the planning and deployments for Football and other operations.

Every opportunity throughout the Operation should be taken to obtain and pass on any intelligence to the Live Intelligence Cell.

Tel: 01785 232975

Talk group: 486 Football 2

BRIEFING NOTES

I certify that the above briefing was delivered by me in relation to the

STOKE CITY -v-

NEWCASTLE UNITED

Match on SATURDAY,

11th APRIL, 2009

Signed

..................................................

Rank .................................
STAFFORDSHIRE POLICE

STOKE CITY vs NEWCASTLE UNITED (PREMIER LEAGUE FIXTURE)

SATURDAY, 11th APRIL, 2009 KICK-OFF 1730 Hrs. Match Category ‘C’

1. INFORMATION

Today’s game is being broadcast Live on Sky TV. Be aware that images will be broadcast Live around Europe. For information the early televised game on Sky TV is Liverpool vs Blackburn with a 1245 Hrs kick-off.

The visitors today are Newcastle United, who are in the relegation zone, and have recently appointed a new temporary manager, namely former player and TV pundit Alan Shearer. He is also likely to be the target of some/less supportive attention by elements of the Stoke support.

A copy of the current Premier League bible is attached, and it can be seen that this game is very important to both clubs and fans, a win for Stoke makes their Premier League survival more likely, and a loss for Newcastle would make it more difficult for them to avoid relegation, therefore the result will have a big bearing on the reaction of the crowd.

It is expected that Newcastle will sell out of their allocation of 2,900 tickets, and the whole match is likely to be another sell out, therefore a capacity 27,500 crowd. There will be no other segregation netting in the stadium apart from the netting in the South Stand.

The vast majority of persons attending today are ordinary decent people wanting to watch an exciting sporting event, in a safe environment. A vital part of our Operation is speaking to the supporters and all officers will take the opportunity to engage the public to promote a good relationship between supporters and Staffordshire Police. Officers will act proportionately throughout.

Train travel from Newcastle will NOT be an issue today, there are NO RETURN Trains. However fans arriving by rail can not be totally discounted, as with many clubs, Newcastle United fans live in other parts of the country and may travel into Stoke railway station from elsewhere.

Owing to it being the Easter weekend, all supporters and football fans, including the visiting supporters, are strongly advised to arrive early to make this a trouble-free experience.

Newcastle United have a reputation of being very passionate fans, and elements do drink to excess, with this game being a late kick-off there is opportunity for excessive drinking to be a Stewarding and Policing issue.

A reasonably big turn out of Stoke City Risk fans can be anticipated for this game, up dated intelligence will be provided on match day briefings.

IMPORTANT SOUTH STAND CHANGES:
- South Stand is now shared by both Home and Away fans with segregation measures.
- Away fans use Turnstiles 45 to 50, and Exits Gates ‘V’ and ‘W’.
- Home fans use Turnstiles 42 to 44 and Exits Gates ‘U’ and ‘U’.
- Exit gate ‘UD’ is a new gate and is located just on the East of the Stadium but does serve as an exit from the South Stand only.
- Within the concourse new portable seats have been added to the disabled area.
- On the sitting deck there is a 14 seat wide segregated, netted segregation area.
- Away fans are located in Blocks 37 - 40 (2,500 spaces) Players Tunnel side.
- Home fans are located in Blocks 35 - 36 (1,400 spaces) Scoreboard side.
- Externally on the Stadium Penannular, there is a newly installed segregation fence, this will remain closed and LOCKED throughout – NO ACCESS THROUGH.

Continued overleaf:

There are no changes to the Operation of the Away coach park, other than away fans private cars will not be allowed to park on it.

Due to the increase in crowds this season, members of the Special Constabulary and regular officers will be deployed to prevent illegal/dangerous parking pre-match, and to implement the post match plan which involves road closures, and traffic points.

3 x Northumberland Police ‘Spotter’ officers are attending to assist the Policing Operation.

There is a staffed Ground Detention Room in operation today, prisoners to be transported directly to the Northern Area Custody Facility, Etruria.

There are 4 Detective Officers allocated to this Operation from 1630 hrs. They will deploy to the Detention Room when on duty to ensure that the correct trail of evidence is in existence.

Police Officers deployed on to Club premises, will fully support Club stewards.

Police Officers looking to gain access into the Stadium during the game to respond to incidents / deployments will usually enter via Exit doors, and the chief to be used are West Stand Gate ‘B’, North Stand Gate ‘L’ East Stand Gates ‘N’ or ‘I.’

South Stand (Away fans) Gate ‘V’ South Stand (Home fans) Gate ‘UA’

VISITORS COLOURS:- Home - Black & White stripes Usual Away - Purple
SHIRT SPONSORS:- Shirt sponsor - Northern Rock

TRAINS:-
ARRIVE STOKE : 1535 1612 1635 1713 1734
DEPART STOKE : 1904 (Match is scheduled to end at 1920)

TEAM COACHES:- "Ellisons" Driver Mike Salter: 07624 543513 Rookery Hall Hotel, Nantwich, looking to arrive Britannia Stadium at 1925 Hrs.

SUPPORTERS COACHES:- 12 known bookings.
1 Classic, 3 Browns
2 Frankys
5 Low Fell
5 P & E
5 Acows Co

MINI BUSES:- No details, but a number are expected to travel

STD CODES:- 0191 01670 01661

LAST MEETING:- No recent League Meeting here.

Last meeting was in a FA Cup 3rd Round match on Sunday, 6th Jan.
Score was Stoke 0 Newcastle 1. Crowd of 22,661 including 3,167 away fans.
2 Home and 2 Away fans arrested. In the region of 10 away fans were refused entry
having drunk too much, these were on their coaches.

COMMUNICATIONS:- ALL PUBLIC ORDER PATROLS: 485 FOOTBALL 1
INTELLIGENCE CELL (PNC, SPIN etc): RADIO: 486 FOOTBALL 2
TELEPHONE: 01785 23 2675 2983

ROAD CRIME TEAM & TRAFFIC MANAGEMENT SCHEME: 487 FOOTBALL 3
### Barclays Premier League - Updated 07/04/2009

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### RESTRICTED

1.1 The above intelligence assessment will be updated as necessary at pre-match briefings.

1.2 The categorisation of football matches is based upon a Nationally agreed grading system, based upon risk of public disorder, namely:

- Category 'A' Low Risk
- Category 'B' Medium Risk
- Category 'C' High Risk
- Category 'CRR' Cat. C with Increased Risk

2. INTENTION

2.1 To police the areas of North Staffordshire directly affected by the match, returning these areas to normality as soon as practicable.

In particular, emphasis will be given to:

(i) Preventing and detecting criminal offences particularly of public disorder.
(ii) Relieving the congestion of traffic in the Stoke area, both prior to and following the event.
(iii) Supporting the stewarding operation at Stoke City F.C. assuming primacy in the event of any emergency.

3. METHOD

3.1 Command Structure.

The Command structure will operate the Gold - Silver - Bronze principle.

A DEDICATED INTELLIGENCE CELL IS IN OPERATION ON THIS CATEGORY OF GAME

The Police Commander will be "Silver", who will be located within the Ground Match Control Room through out the Policing Operation.

Senior Police Officers and Police Senior Officers deployed on the Operation will have appropriate call signs allocated.

The Operation will be policed primarily using a 1 Sgt and 7 PCs Serial system of deployment. These Serials have the capability of forming PSUs if required.

3.2 General Principles

(i) Operational resources will be directed by their appropriate Bronze Commander, in order to deliver the Match Objectives as set by Silver.
(ii) The briefing of all officers as to their role is vital and the importance of same can not be overstated. All officers should make themselves familiar with their role and the physical surroundings.
(iii) The policing of the match, will be friendly and fair, and where required firm. The criminal elements that attend football matches are a small minority of the overall attendance.

RESTRICTED
3.3 Phases of the operation.

(i) Pre Match.
This involves the reception of supporters in the Town Centre and later at the ground. During this phase supporters will be given a clear indication of behaviour expected by the firm, fair and professional manner of policing.

In Stoke Town Centre particular attention will be given to licensed premises, and the foot access routes between the town centre and the Ground area.

Once at the Ground itself Police Officers must be alert to the potential dangers of overcrowding and crushes, particularly at Turnstile areas.

(ii) During Match.
If police officers are deployed within the Ground they will fully support the Club’s stewarding arrangements. Police satrals deployed inside the Ground main task will be to prevent confrontations between rival supporters, and the enforcement of criminal law.

Police Officers retained at the ground on ‘standby’ will form the Emergency Reserve, and will remain on the Emergency Vehicles parking area outside the South (Big 117/2am) Stand, ready to be deployed into the ground at short notice.

(iii) After Match.
Police resources will be deployed into the Town centre and to any other areas where further disorder is anticipated, as a result of incidents / events pre-match before the end of the game so that they are ahead of and awaiting for the supporters from the ground.

3.4 Emergency Evacuation Procedure.
It is vital that ALL Police officers are fully aware of the procedure for the evacuation of Britannia Stadium.

THE PROCEDURE IS OUTLINED ON THE RED COLOURED PAGE IN THIS OPERATIONAL ORDER

3.5 First Aid.
The Staffordshire Ambulance Trust First Aid Room is located at the southern end of the East Stand.
4. **ADMINISTRATION**

4.1 Briefing

Senior Officers - A senior officer briefing will be held at Hanley Police Station at 1:30am on the day of the match.

Officer Parades - Main parades will take place, at Hanley Police Station at 1400 Hrs (Packed Meal provided)

Stadium Resources - Those resources dedicated to the Stadium will report directly to and parade at the Stadium at 1530 Hrs (No meal provided)

4.2 Prisoner Handling

All prisoners will be processed at the Northern Area Custody Facility, Eltruria

All arrests, Stadium, Stadium Perimeter and Stoke Town Centre to be taken directly to the NACF.

All necessary paperwork must be completed by arresting officers prior to leaving Stoke-on-Trent.

4.3 Stand down

All officers will be stood down by Silver Control, equipment utilised on the operation will be returned to the stand down venue, usually Hanley Police Station.

4.4 De-brief

The forward Commander or in their absence the Serials Commander(s) will commence a de-brief of the Serial Supervisors, at Hanley Police Station, on behalf of the Police Silver Commander and complete a de-brief form and forward this to the Events unit, after the Operation is concluded.

If felt appropriate an additional de-brief of the Senior Officers will be held.

4.5 Refreshments

A packed meal will be provided to those Officers parading at Hanley Police Station who will perform a longer tour of duty then those parading directly to the Stadium.

4.6 Dress

All Public Order resources, will be dressed in CMS Code 2 Dress by the time they parade. Normal uniform reinforced helmets and hats will be worn. Petrol vests as issued will be worn.

Officers to wear yellow reflective jackets, in order to be identified readily by colleagues and operators of CCTV systems etc.

ALL Officers will be in possession of their full public order personal protective equipment, including Nato style helmets.

---

4.7 Operational Order

Copies of this Operational Order and appendices will be issued to all Commanders, and supervisors. It is the responsibility of each officer issued a copy of this order to ensure that all under their command/ supervision are briefed as to its contents.

**THIS OPERATIONAL ORDER IS FOR POLICE EYES ONLY and MUST BE HANDLED IN AT THE END OF THE OPERATION.**

4.8 Resources

Divisions and departments are required to provide the level of resources as outlined in Force Weekly Order 55/98.

All claims for properly authorised overtime are to be submitted in the normal manner using the Stoke City F.C. code ST251.

5. **COMMUNICATIONS**

5.1 Control

The operation is controlled from Stoke City F.C. Match Control Room situated inside The Britannia Stadium at the upper rear of the South (BIG 117/0) Stand.

For operational reasons access to Silver Control is restricted to essential visitors.

In addition Data Protection issues concerning the Clubs CCTV system also requires access to Silver Control to be restricted.

5.2 Radio Talk Groups

**PUBLIC ORDER RESOURCES**

- **AIRWAVE RADIO TALK GROUP**
  - 485 FOOTBALL

**ROAD CRIME TEAM RESOURCES**

- **AIRWAVE RADIO TALK GROUP**
  (including Traffic Management scheme) 487 FOOTBALL 3

**INTELLIGENCE CELL TALK GROUP**

- **AIRWAVE** 486 FOOTBALL 2
  (including SPIN, PNC etc.)

It is important that supervisors deployed in the ground or on the ground perimeter are equipped with a radio fitted with an Earpiece and noise cancelling microphone, in order that communications can be maintained in these high noise areas.

In the event of other talk groups being required in a none emergency situation the following would be used:

---

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RESTRICTED

Officers will be directed onto these talk groups as appropriate by Silver Control. These Talk groups are :

In the event that the allocated Public Order Radio Talk Group becoming too busy for Operational efficiency the following talk group will be utilised: 488 FOOTBALL 4

In addition the following Talk Groups are available to the Operation:

Emergency Incident Talk Group – 471 FORCE INC1
Command Talk Group – 480 FOOTBALL 5

5.3 Call signs.

Every Commander, each serial and all individual resources contained in this Operational Order have a specific Call sign allocated as outlined in the match order.

6. HEALTH AND SAFETY.

6.1 Deployments.

Police Officers deployed in Serials will work together as such, and not become isolated individuals. Operate within view of colleagues. Do not be drawn into crowd situations unwittingly.

6.2 Dress.

All Public Order resources, will be dressed in CMS Code 2 Dress by the time they parade. Normal uniform reinforced helmets and hats will be worn. Patrol vests as issued will be worn.

Officers to wear Yellow reflective jackets, in order to be identified readily by colleagues and operators of CCTV systems etc.

ALL Officers will be in possession of their full Public Order Personal Protective equipment, including Nato type helmets.

Officers rank and warrant number as appropriate to be correctly displayed, on all uniform including, shoulder flashes and Nato helmets etc.

6.3 Appointments.

At all matches, a baton as issued, and 'Qwik Kuf' handcuffs will be carried.

6.4 C.S. Incapacitant Spray.

C.S. Incapacitant Spray will be carried by ALL officers trained in its use. Its use in crowd situations, particularly, inside Football Stadia MUST BE IN ACCORDANCE WITH OFFICERS TRAINING, its use in confined, restricted or crowded areas could have serious effects in relation to crowd reaction and panic.

7. HUMAN RIGHTS

7.1 Staffordshire Police confirm that this Operational Order is compliant with European Convention on Human Rights. It is reasonably believed that the Operational Order does comply with the requirements of the European Convention at the present time.

Silver Police Commander
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<thead>
<tr>
<th>SECTOR: SENIOR OFFICERS, CONTROL ROOM ETC.</th>
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<td>CALL SIGN</td>
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**OBJECTIVES**

- Prevent co-ordination between rival supporters
- Report to public disorder in accordance with policy as soon as possible
- Assist event manager with their plan
- Provide resources in support of the Traffic Management Plan
- Attend half time briefing
- Attend full time briefing

**DURATION OF MATCH**

- Pre Match
- During Match
- Post Match

**AIRWAVE RADIO TALK GROUPS**

- PUBLIC ORDER RESOURCES: 485 FOOTBALL.1
- NORTHERN FOOTBALL.2
- PUBLIC ORDER PILOT: 485 FOOTBALL.1
- PUBLIC ORDER PILOT: 485 FOOTBALL.2
DUTIES SILVER (POLICE COMMANDER):
Silver will be in overall command of the policing Operation. You will ensure that all Senior Officers and Sector Leaders are fully and effectively briefed as to the range of their responsibilities, including emergency procedures and contingency plans applicable to this event.
You will provide Bronze Commander(s) with their Objectives for this Operation.
You must at all times be present in the Match Control Room where you will be responsible for controlling and making all operational decisions and tactical deployment of resources allocated to this operation, as events develop.
If circumstances dictate, in the interests of public safety, and good order, it becomes necessary for the kick-off time to be delayed, or match postponed, you will be responsible for that decision, and will liaise with the Club Safety Officers and match referee in order for it to be carried out.

DUTIES PUBLIC ORDER TACTICAL ADVISOR
You will advise the Police Commander (Silver) in relation to the tactical deployment of available resources having regard to the ongoing or anticipated occurrences. Perform duty alongside Silver.

DUTIES CONTROLLERS,
Controllers will be fully conversant with the deployment of resources allocated to this operation and set out in this Order. You will establish and operate the communication systems provided, passing information and deploying resources as necessary.
You will be notified in advance of the operation, details of the Radio talk groups to be used, and the 'fall back' procedure in the event of a communications failure or major incident.
In the event of a major incident taking place the Controller involved will immediately issue instructions to all patrols: 'Standby unless urgent'. On the instructions of Silver, you will require all patrols not engaged in the incident to change to another radio channel, notified to you by the Events Unit Officer present in the Control Room. You will then change to the new talk group and relinquish control of the incident to the Events Unit Officer present.
In the event of any incident arising whereby Silver requires to communicate with Commanders or Supervisors, or put into operation a second radio talk group to deal with incidents/occurrences these talk groups will be identified by the Events Unit Officer, and operated by the 2nd Controller.

DUTIES EVENTS UNIT OFFICER,
You will brief the Senior Officers, and provide the latest intelligence and present the Operational Order to the officers gathered there.
You will remain in the Match Control Room throughout the operation. You will monitor all Radio talk groups being used.
In the event of a major incident taking place, anywhere during the event, you will on the instruction of Silver, take on the duties of controller of that incident utilising that particular Radio talk group.

DUTIES BRONZE 1
You will be the Forward Police Commander, responsible on behalf of the Silver Police Commander for the co-ordinated deployment of police resources allocated to this Operation to achieve the required policing objectives set to you by the Silver Police Commander.

DUTIES BRONZE PUBLIC ORDER TACTICAL ADVISOR
You will advise the Police Forward Commander in relation to the tactical deployment of available resources having regard to the ongoing or anticipated occurrences. Perform duty alongside the Bronze Commander.

PSU COMMANDERS
You, utilising appropriate Radio talk groups will be in Command three 1-7 Serials, and will respond to incidents as required by Bronze.
You will ensure that all serials are fully briefed and aware of their duties and responsibilities.
You must be fully conversant with emergency contingency plans applicable and attached to this Operational Order.
## SECTOR - INTELLIGENCE CELL, SPOTTERS, EVIDENCE GATHERING & PRISONER TRANSPORTATION

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>LOCATION</th>
<th>DIVISION</th>
<th>PERSONNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTEL CELL</td>
<td>INTELLIGENCE CELL OPERATIVES</td>
<td>S-O-T, S-O-T</td>
<td>D, SGT, PC</td>
</tr>
<tr>
<td>LICENSING</td>
<td>DIVISIONAL LICENSING OFFICER</td>
<td>S-O-T</td>
<td>SGT</td>
</tr>
<tr>
<td>SPOTTER 1</td>
<td>SPOTTER (AS REQUIRED) (New Spotter) VISITING SPOTTER</td>
<td>S-O-T, S-O-T NORTHUMBRIA</td>
<td>PC, PC</td>
</tr>
<tr>
<td>SPOTTER 2</td>
<td>SPOTTER (TOWN &amp; RAIL) VISITING SPOTTER</td>
<td>S-O-T NORTHUMBRIA</td>
<td>PC, PC</td>
</tr>
<tr>
<td>SPOTTER 3</td>
<td>SPOTTER (TOWN &amp; RAIL) VISITING SPOTTER</td>
<td>PROT. SERVICES NORTHUMBRIA</td>
<td>PC, PC</td>
</tr>
<tr>
<td>EGT 1</td>
<td>EVIDENCE GATHERING TEAM</td>
<td>S-O-T</td>
<td>PC, PC</td>
</tr>
<tr>
<td>EGT 2</td>
<td>EVIDENCE GATHERING TEAM</td>
<td>S-O-T</td>
<td>PC, PC</td>
</tr>
<tr>
<td>CAGED CARRIER 1</td>
<td>CAGED CARRIER DRIVER ESCORT OFFICER</td>
<td>CHASE S-O-T</td>
<td>PC, PC</td>
</tr>
<tr>
<td>CAGED CARRIER 2</td>
<td>CAGED CARRIER DRIVER ESCORT OFFICER</td>
<td>PROT. SERVICES S-O-T</td>
<td>PC, PC</td>
</tr>
</tbody>
</table>

### AIRWAVE RADIO TALK GROUPS:

- **PUBLIC ORDER RESOURCES: 485 FOOTBALL 1**
- **INTELLIGENCE CELL: 486 FOOTBALL 2 & Tel 01785 23 2975**
- **ROAD CRIME TEAM: 487 FOOTBALL 3**

I certify that all officers in my sector are accounted for.

Signed: Rank: No: Sector Leader

Hand this operational order in at the end of the match.

---

## INTELLIGENCE CELL, SPOTTERS, EVIDENCE GATHERING & PRISONER TRANSPORTATION

**DUTIES**

- Provide an intelligence function in relation to the Policing Operation for this Football match.
- Ensure that all intelligence is dealt with in accordance with normal procedures and disseminate to Silver.

**DUTIES**

- **SPOTTERS**
  - Deployments as required by Bronze.
  - Keep Silver Control fully updated in relation to incidents developing and movements of known trouble makers.
  - Work in conjunction with any visiting spotters.

**485 FOOTBALL 1**

- Maintain regular contact with the Intelligence Cell in order to provide and receive relevant intelligence throughout the Operation.

**DUTIES**

- **CAGED CARRIERS**
  - If not deployed away from the Stadium, take up a position adjacent to the stadium detention room, outside the South Stand. Convey any persons detained to the Northern Area Custody Facility.

**485 FOOTBALL 1**
## POLICE SUPPORT UNIT No. 1 (RED COLOURED ARMBANDS)

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>LOCATION</th>
<th>DIVISION</th>
<th>PERSONNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRONZE 1</td>
<td>FORWARD COMMANDER</td>
<td>NORTH STAFFS</td>
<td>INSP</td>
</tr>
<tr>
<td></td>
<td>SHADOW FORWARD COMMANDER</td>
<td>PROT. SERVICES</td>
<td>INSP</td>
</tr>
<tr>
<td>YF 1 (RED)</td>
<td>P.S.U. COMMANDER</td>
<td>S.O.T</td>
<td>INSP</td>
</tr>
<tr>
<td>YF 1A</td>
<td>1 Sgt 7 PC SERIAL WITH MOBILE CAPABILITY</td>
<td>S.O.T</td>
<td>PC</td>
</tr>
<tr>
<td></td>
<td>HANLEY CARRIER</td>
<td>S.O.T</td>
<td>PC</td>
</tr>
<tr>
<td>YF 1B</td>
<td>1 Sgt 7 PC SERIAL WITH MOBILE CAPABILITY</td>
<td>PROT. SERVICES</td>
<td>PC</td>
</tr>
<tr>
<td></td>
<td>T.S.T. CARRIER</td>
<td>PROT. SERVICES</td>
<td>PC</td>
</tr>
<tr>
<td>YF 1C</td>
<td>1 Sgt 7 PC SERIAL WITH MOBILE CAPABILITY</td>
<td>PROT. SERVICES</td>
<td>PC</td>
</tr>
<tr>
<td></td>
<td>T.S.T. CARRIER</td>
<td>PROT. SERVICES</td>
<td>PC</td>
</tr>
</tbody>
</table>

## AIRWAVE RADIO TALK GROUPS:

- PUBLIC ORDER RESOURCES: 485 FOOTBALL 1
- INTELLIGENCE CELL: 485 FOOTBALL 2 & Tel. 01785 23 2675
- ROAD CRIME TEAM: 487 FOOTBALL 3

I certify that all officers in my sector are accounted for.
Signed: Rank: No: Sector Leader

HAND THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.
**Police Support Unit No. 2 (Green Coloured Arm Bands)**

<table>
<thead>
<tr>
<th>Call Sign</th>
<th>Location</th>
<th>Division</th>
<th>Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bronze 1</strong></td>
<td>Forward Commander</td>
<td>North Staffs</td>
<td>Insp</td>
</tr>
<tr>
<td></td>
<td>Shadow Forward Commander</td>
<td>Prot. Services</td>
<td>Insp</td>
</tr>
<tr>
<td><strong>YF 2 (Green)</strong></td>
<td>P.S.U. Commander</td>
<td>North Staffs</td>
<td>SGT</td>
</tr>
<tr>
<td><strong>YF 2A</strong></td>
<td>1 SGT 7 PC Serial with Mobile Capability</td>
<td>North Staffs</td>
<td>SGT</td>
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<tr>
<td></td>
<td></td>
<td>North Staffs</td>
<td>PC</td>
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<td>North Staffs</td>
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<td>North Staffs</td>
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<td></td>
<td></td>
<td>North Staffs</td>
<td>PC</td>
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<td>Chase</td>
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<td>Chase</td>
<td>PC</td>
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<tr>
<td><strong>YF 2B</strong></td>
<td>1 SGT 7 PC Serial with Mobile Capability</td>
<td>S-O-T</td>
<td>SGT</td>
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<td>S-O-T</td>
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<td>Chase</td>
<td>PC</td>
</tr>
<tr>
<td><strong>YF 2C</strong></td>
<td>1 SGT 7 PC Serial with Mobile Capability</td>
<td>North Staffs</td>
<td>SGT</td>
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<td>North Staffs</td>
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<td></td>
<td></td>
<td>Chase</td>
<td>PC</td>
</tr>
</tbody>
</table>

**Airwave Radio Talk Groups:**

- Public Order Resources: 485 Football 1
- Intelligence Cell: 485 Football 2 & Tel. 01785 23 2975
- Road Crime Team: 487 Football 3

I certify that all officers in my sector are accounted for.

Signed _______________ Rank _______________ No. _______________ Sector Leader

**Hand This Operational Order In At The End Of The Match.**

---

**Bronze 1**

**Objectives**

- Prevent confrontations between rival supporters
- Respond to public disorder in accordance with policy as directed by Silver, making arrests where possible and dispersing where not, gathering evidence for any post event enquiry
- To ensure officers engage with both home and away supporters, and act proportionally in line with their duties
- Provide resources in support of the traffic management plan

**Pre-Match**

- Commence duties in the Town Centre, particular attention to:
  - Licensed premises (including Staffs Uni. Bar)
  - Shuttle bus operation
  - Stoke Railway Station
- As kick-off time approaches deploy towards the Stadium Site

**During Match**

- If deployed onto/into Club premises, support the Club's Stewarding Operation
- Attend half time briefing

**Post-Match**

- Respond to disorder adjacent to the Stadium and in particular the perimeter area of the away fans coach park
- Release resources for the Town Centre as soon as practicable
RESTRICTED

POLICE SUPPORT UNIT No. 3 (BLUE COLOURED ARMBANDS)

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>LOCATION</th>
<th>DIVISION</th>
<th>PERSONNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRONZE 1</td>
<td>FORWARD</td>
<td>NORTH STAFFS</td>
<td>INSPECTOR</td>
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<tr>
<td></td>
<td>COMMANDER</td>
<td></td>
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<tr>
<td>SHADOW</td>
<td>PROT.</td>
<td>INSPECTOR</td>
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<tr>
<td>FORWARD</td>
<td>SERVICES</td>
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<tr>
<td>COMMANDER</td>
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<tr>
<td>YF 3</td>
<td>P.S.U.</td>
<td>INSPECTOR</td>
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<td>(BLUE)</td>
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<tr>
<td>YF 3A</td>
<td>S-O-T</td>
<td>SGT</td>
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<td>PC</td>
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<td>S-O-T CARRIERS</td>
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<tr>
<td>TRENT VALLEY CARRIERS</td>
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<tr>
<td>CHASE CARRIERS</td>
<td>S-O-T</td>
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<td>PC</td>
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</tbody>
</table>

AIRWAVE RADIO TALK GROUPS:
PUBLIC ORDER RESOURCES: 465 FOOTBALL 1
INTELLIGENCE CELL: 466 FOOTBALL 2 & TW: 01785 232975
ROAD CRIME TEAM: 467 FOOTBALL 3

I certify that all Officers in my Sector are accounted for.

Signed: Rank: No: Sector Leader

HAND THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.

RESTRICTED

BRONZE 1

OBJECTIVES

DURATION OF MATCH
- Prevent confrontations between rival supporters
- Respond to public disorder in accordance with policy as directed by Silver making arrests where possible and dispersing where not, gathering evidence for any post event enquiry
- To ensure officers engage with both home and away supporters, and act proportionally in their duties
- Provide resources in support of the traffic management plan

PRE MATCH
- Commence duties in the Town Centre particular attention to:
  - Licensed premises (including Staffs Uni, Bar)
  - Shuttle bus operation
  - Stoke Railway Station
- As kick-off time approaches re-deploy towards the Stadium Site

DURING MATCH
- If deployed onto onto Club premises, support the Club’s Stewards Operation
- Attend half time briefing

POST MATCH
- Respond to disorder adjacent to the Stadium and in particular the perimeter area of the away fans coach park
- Release resources for the Town Centre as soon as predictable

RESTRICTED
### BRONZE 1

#### OBJECTIVES

- Prevent confrontations between rival supporters
- Respond to public disorder in accordance with policy as directed by Silver Command whereas possible and dispensing where not, gaining evidence for any post event enquiry
- To ensure officers engage with both home and away supporters, and act proportionally in their duties
- Provide resources in support of the traffic management plan

#### DURATION OF MATCH

- Commence duties in the Town Centre particular attention to:
  - Licensed premises (including Sai's and Bar)
  - Shuttle Bus operation
  - Stoke Railway Station

#### PRE MATCH

- As kick-off time approaches re-deploy towards the Stadium Site

#### DURING MATCH

- If deployed onto into Club premises, support the Club's Stewarding Operation
- Attend half time briefing

#### POST MATCH

- Respond to disorder adjacent to the Stadium and in particular the perimeter area of the away fans coach park
- Release resources for the Town Centre as soon as practicable

---

**SECTOR: **

**CALL SIGN** | **LOCATION** | **DIVISION** | **PERSONNEL**
---|---|---|---
BRONZE 1 | FORWARD COMMANDER | NORTH STAFFS | INSPI

**SHADOW FORWARD COMMANDER**

**DOG 1**

**DOG 2**

**DOG 3**

**DOG 4**

* **DOG HANDLERS INSTRUCTIONS**

**DOG HANDLERS** will only use dogs in accordance with Force Weekly Orders (F.W.O. 22/93)

1. The **DOG HANDLER** is responsible for the use of the dog based on their knowledge, experience and training.
2. Dogs can be used to patrol the vicinity of serious disorder, to contain an area.
3. Dogs can be used to confront a hostile crowd with a display of strength in order to prevent riotous behaviour to support foot personnel dispersing a hostile crowd. Only in EXEME circumstances can they be used to dispense a hostile crowd.
4. A warning **MUST** be given.
5. Dogs will not enter the ground except on the specific order of the Silver Police Commander.

**AIRWAVE RADIO TALK GROUPS:**

- **PUBLIC ORDER RESOURCES:** 485 FOOTBALL 1
- **INTELLIGENCE CELL:** 485 FOOTBALL 2 & Tel. 01785 23 2975
- **ROAD CRIME TEAM:** 487 FOOTBALL 3

I certify that all Officers in my Sector are accounted for.

Signed

Rank

No.

Sector Leader

HANG THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.
RESTRICTED

Match No. 19
STAFFORDSHIRE POLICE
Stoke City - v - Newcastle United
Sheets No. 7
Saturday, 11th April 2009
Stencil: "C"

When permission has been given for a Serial to stand down, it will return to the briefing venue and await dismissal by their Sector Leader who will obtain authority from Silver Control.

SECTOR: BRITANNIA STADIUM TRAFFIC MANAGEMENT SCHEME

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>PRE. MATCH</th>
<th>POST MATCH</th>
<th>PERSONNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRONZE 1</td>
<td>FORWARD COMMANDER</td>
<td>NORTH STAFFS</td>
<td>Insp.</td>
</tr>
<tr>
<td>SX 9</td>
<td>TRAFFIC MANAGEMENT PLAN SUPERVISION</td>
<td>SGT</td>
<td></td>
</tr>
<tr>
<td>SX 9A</td>
<td>ASSIST WITH PUB BUS PARKING GORDON BANKS DRIVE AREA (KN possible control of A50 bridge lights required)</td>
<td>MANUAL CONTROL TRAFFIC LIGHT SYSTEM</td>
<td>SC</td>
</tr>
<tr>
<td>SX 9B</td>
<td>ASSIST WITH PUB BUS PARKING GORDON BANKS DRIVE AREA</td>
<td>ROAD CLOSURE, GORDON BANKS DRIVE JUNC. GEORGE EASTHAM AVENUE</td>
<td>SO</td>
</tr>
<tr>
<td>SX 9C</td>
<td>ASSIST TRAFFIC FLOW GREENS SPORTS CLUB ENTRANCE (Cars waiting to enter to queue on offside of road)</td>
<td>ROAD CLOSURE, STANLEY MATTHEWS WAY JUNC. GORDON BANKS JUNC. (ALL traffic along Gordon Banks Drive ONLY)</td>
<td>SC</td>
</tr>
<tr>
<td>SX 9D</td>
<td>GORDON BANKS DRIVE (Cu-de-Sac PART)</td>
<td>ASSIST TRAFFIC FLOW ROAD CLOSURE, STANLEY MATTHEWS WAY JUNC. DENNIS VIOLETT AVENUE (DVA) (Traffic from D.V.A. turns left to Newstead Traffic from SCPC goes up D.V.A. or towards Newstead)</td>
<td>SC</td>
</tr>
</tbody>
</table>

CONTINUED ON NEXT PAGE

AIRWAVE RADIO TALK GROUPS:
PUBLIC ORDER RESOURCES: 485 FOOTBALL
INTELLIGENCE CELL: 486 FOOTBALL 2 & Tel. 01785 23 2276
ROAD CRIME TEAM & TRAFFIC MANAGEMENT: 487 FOOTBALL 3

I certify that all Officers in my Sector are accounted for.

Signed: Sector Leader

HAND THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.

RESTRICTED

Sheet No. 7a

RESTRICTED

Sector - TRAFFIC MANAGEMENT PLAN

DUTIES SX 9

487 FOOTBALL 2

DURATION

Co-ordinate at the direction of the Bronze Commander the deployment of Resources allocated to the Traffic Management Plan for the Site.

TRAFFIC MANAGEMENT PLAN - AIMS & OBJECTIVES

1. Ensure the safety of all road users particularly pedestrians
2. Ensure vehicles are parked in a safe and legal position in order to improve road safety.
3. Ensure traffic leaves the area as efficiently as possible, to return the area to normality as quickly as possible, following the match / event.

RESOURCE COMMAND

This Traffic Management Plan forms part of any main Operation mounted for the match / event taking place at the Stadium, and is an integral part thereof.

GENERAL RESPONSIBILITIES

PRE. MATCH

1. Deployments of Resources to monitor, prevent and enforce parking particularly on the A50 and A500 Slip Roads.
2. The drop off location for Cars and Taxis delivering fans is in Tony Waddington Place adjacent to the Harvester & Holiday Inn Hotel
3. Prevention of parking by all vehicles, giving advice to motorists including 'Disabled Blue Badge' holders, in Stanley Matthews Way, Gordon Banks Drive, George Eastham Avenue and Dennis Violet Avenue.
4. The closure of Gordon Banks Drive, westbound (towards the Stadium) between Stanley Matthews Way and George Eastham Avenue, in order to allow local 'pub' buses to drop off and Park in Gordon Banks Drive. (Buses only allowed).

POST MATCH

5. All Cars on Stoke City's South and Trent Car Parks to TURN RIGHT ONLY and travel towards Newstead.
6. The Pick up location for Cars and Taxis collecting fans is in Tony Waddington Place adjacent to the Harvester & Holiday Inn Hotel.
7. Greater use of exits at Newstead and the A50 Bridge link road.
8. Six physical road closure points will be used, Stanley Matthews Way, and Gordon Banks Drive will be restricted to 'buses only, in order to provide a safer area for pedestrians.
9. Egress from the site via the A50 at The Harvester will be restricted to 'buses only, with all cars leaving either via Newstead or the A50 Bridge link road.

RESTRICTED
RESTRICTED

Sheet No. 8
Sector – TRAFFIC MANAGEMENT PLAN
DUTIES SX 9
487 FOOTBALL 3
Co-ordinate at the direction of the Bronze Commander the deployment of Resources allocated to the Traffic Management Plan for the Site.

TRAFFIC MANAGEMENT PLAN – AIMS & OBJECTIVES
1. Ensure the safety of all road users, particularly pedestrians
2. Ensure vehicles are parked in a safe and legal position in order to improve road safety.
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4. The closure of Gordon Banks Drive, westbound (towards the Stadium) between Stanley Matthews Way and George Eastham Avenue, in order to allow local pub, bus and Park in Gordon Banks Drive. (Busses only allowed).

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8. Six physical road closure points will be used, Stanley Matthews Way, and Gordon Banks Drive will be restricted to busses only, in order to provide a safer area for pedestrians.
9. Egwars from the site via the A50 at The Harvester will be restricted to busses only, with all cars leaving either via Newstead or the A50 Bridge link road.

RESTRICTED
When permission has been given for a serial to stand down, it will return to the briefing venue and await dismissal by their Sector Leader who will obtain authority from Silver Control.

SECTOR: ROAD CRIME TEAM RESOURCES

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>LOCATION</th>
<th>DIVISION</th>
<th>PERSONNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRONZE 1</td>
<td>FORWARD COMMANDER</td>
<td>NORTH STAFFS</td>
<td>INSPI</td>
</tr>
<tr>
<td>TM 04</td>
<td>ROAD CRIME TEAM</td>
<td>PROTECTIVE</td>
<td>SGT 08/71</td>
</tr>
<tr>
<td>TM 52</td>
<td>MOTORCYCLE</td>
<td>PROTECTIVE</td>
<td>PC 09/18</td>
</tr>
<tr>
<td>TM 55</td>
<td>MOTORCYCLE</td>
<td>PROTECTIVE</td>
<td>PC 09/18</td>
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<td>TM 56</td>
<td>MOTORCYCLE</td>
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<td>PC 09/18</td>
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<td>TM 57</td>
<td>MOTORCYCLE</td>
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<td>PC 09/18</td>
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<td>TM 62</td>
<td>MOTORCYCLE</td>
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<td>PC 09/18</td>
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<td>TM 63</td>
<td>MOTORCYCLE</td>
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<td>TM 65</td>
<td>MOTORCYCLE</td>
<td>PROTECTIVE</td>
<td>PC 09/18</td>
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<tr>
<td>TM 67</td>
<td>MOTORCYCLE</td>
<td>PROTECTIVE</td>
<td>PC 09/18</td>
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</tbody>
</table>

N.B.
The Double Decker busses operated on Stoke City FC home games are full size vehicles with a height of 14’ 6” they WILL NOT travel under Stoke Road Railway Bridge.

AIRWAVE RADIO TALK GROUPS:
1. PUBLIC ORDER RESOURCES: 485 FOOTBALL 1
2. INTELLIGENCE CELL: 486 FOOTBALL 2 & Tel. 01785 23 2975
3. ROAD CRIME TEAM & TRAFFIC MANAGEMENT: 487 FOOTBALL 3

I certify that all Officers in my Sector are accounted for.
Signed: Rank: No: Sector Leader

HAND THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.

RESTRICTED
## SECTOR:- C.I.D. REPORTED CRIME INCIDENTS AND PRISONER INTERVIEW OFFICERS

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>LOCATION</th>
<th>DIVISION</th>
<th>PERSONNEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>SX 21</td>
<td>INTERVIEW TEAM 1</td>
<td>S-O-T</td>
<td>DC</td>
</tr>
<tr>
<td>SX 22</td>
<td>INTERVIEW TEAM 2</td>
<td>S-O-T</td>
<td>DC</td>
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</tbody>
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## BAIL DATES:-

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<tbody>
<tr>
<td>STOKE SUPPORTERS</td>
<td>at 0930 Hrs on Tuesday, 21st APRIL, 2009</td>
</tr>
<tr>
<td>AWAY SUPPORTERS</td>
<td>at 0930 Hrs on Wednesday, 22nd APRIL, 2009</td>
</tr>
</tbody>
</table>

## AIRWAVE RADIO TALK GROUPS:-

**PUBLIC ORDER RESOURCES: 485 FOOTBALL 1**

- INTELLIGENCE CELL: 485 FOOTBALL 2 & Tel: 01785 23 2976
- ROAD CRIME TEAM: 487 FOOTBALL 2

I certify that all Officers in my Sector are accounted for.

Signed: Rank: No: Sector Leader

HAND THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.

## C.I.D. Operation

DUTIES: SX21 SX22

485 FOOTBALL 1

Throughout the Duration of the match operation:

In order to provide support to the Match Objectives set by Silver to Bronze, carryout duties as below:

1. Monitor arrests, and ensure witnesses evidence is not lost.
2. Provide where appropriate additional Detainee transportation.
3. Provide the capability to respond if directed to Football related reported crime.
4. Ensure you maintain Radio Contact with Silver Control throughout the Operation, on task group 485 football 1.
5. Carry out interview, documentation and process issues in relation to football operation arrests, at the Northern Area Custody Facility.

N.B.

- Ensure Intelligence gathering contact is made with ALL Football related prisoners. Enlist the assistance of the Covert Policing Unit (source handlers) as appropriate.

STOKE CITY FANS AND AWAY FANS ARRESTED WILL BE DEALT WITH AT THE N.A.C.F. ETRURIA.

**RESTRICTED**
**SECTOR:- NORTHERN AREA CUSTODY FACILITY**

<table>
<thead>
<tr>
<th>CALL SIGN</th>
<th>LOCATION</th>
<th>DIVISION</th>
<th>PERSONNEL</th>
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</thead>
<tbody>
<tr>
<td>CUSTODY COMMANDER</td>
<td>STOKE</td>
<td>CORE COVER</td>
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</tr>
<tr>
<td>CUSTODY OFFICER</td>
<td>NORTHERN CUSTODY</td>
<td>DUTY 50T.</td>
<td></td>
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</tbody>
</table>

**BAIL DATES:-**
(Dates designed to keep opposing fans separate at Court).

STOKE SUPPORTERS at 0950 Hrs on Tuesday, 21ST APRIL, 2009

AWAY SUPPORTERS at 0950 Hrs on Wednesday, 22ND APRIL, 2009

**AIRWAVE RADIO TALK GROUPS:-**
PUBLIC ORDER RESOURCES: 485 FOOTBALL 1
INTELLIGENCE CELL: 486 FOOTBALL 2 & Tel: 01785 23 2975
ROAD CRIME TEAM: 487 FOOTBALL 3

I certify that all Officers in my Sector are accounted for.

Signed. Rank No. Sector Leader

HAND THIS OPERATIONAL ORDER IN AT THE END OF THE MATCH.
STAFFORDSHIRE POLICE

Stoke City v Newcastle United Saturday, 11th April, 2009 Category 'C'

STANDBY PERSONNEL

<table>
<thead>
<tr>
<th>YF 1 (RED)</th>
<th>YF 1</th>
<th>INSP</th>
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</thead>
<tbody>
<tr>
<td>YF 1A</td>
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<td></td>
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<tr>
<td>YF 1B</td>
<td>SGT</td>
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<td>YF 1C</td>
<td>SGT</td>
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<tr>
<th>YF 2 (GREEN)</th>
<th>YF 2</th>
<th>SGT</th>
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<tr>
<td>YF 2A</td>
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<td>YF 2C</td>
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<tr>
<th>YF 3 (BLUE)</th>
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<td>YF 3B</td>
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<td>YF 3C</td>
<td>SGT</td>
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<tr>
<th>EGT's</th>
<th>EGT 1</th>
<th>PC</th>
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<tr>
<td></td>
<td>EGT 2</td>
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<table>
<thead>
<tr>
<th>DOG SUPPORT GROUP</th>
<th>DOG 1</th>
<th>PC</th>
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<tr>
<td></td>
<td>DOG 2</td>
<td>PC</td>
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<td></td>
<td>DOG 3</td>
<td>PC</td>
</tr>
<tr>
<td></td>
<td>DOG 4</td>
<td>PC</td>
</tr>
</tbody>
</table>

N.B. Bronze 1 will identify at an early stage, the Police Resources that are required to be utilised in the event of a Pitch Invasion deployment being required to be put into place.

Newcastle United fans are located in blocks 37, 38, 39 & 40 of the South Stand (nearest to the players tunnel) in the event of officers being deployed into the ground because of a pitch invasion or imminent pitch invasion all efforts will be directed towards preventing opposing groups of supporters coming into contact with each other.

In the event of a pitch Invasion from Stoke City Fans they undoubtedly MAKE towards the PLAYERS TUNNEL, which is adjacent to the away fans location. The priority will be to retain the away supporters within the South Stand.

Foot Patrols will take up position on the pitch side track at the South ('Seat' cars sponsored) away supporters Stand immediately in front of and facing the visiting supporters. STANDING 1 METER AWAY FROM PERIMETER WALL.

Dog Handlers will Only enter the Stadium if specifically directed to do so, and for containment purposes. The use of police dogs as a dispersal tactic will be a last resort, to prevent an escalation to serious violence and/or disorder.

Officials, players and ball boys will be given time to leave the playing area. (The Referee will have been suitably briefed by the Club and if available Bronze 1 prior to the commencement of the game).

In the event of spectators who have unlawfully entered onto the playing area advancing towards the visiting supporters, an appropriate warning will be given by use of the Club’s Public Address system, and if this has no effect and circumstances make it necessary, Police Officers will be directed to challenge these spectators. If it become necessary to consider dispersing this crowd, a further warning will be relayed to them. Then further police resources will be deployed in order to support the initial pitch invasion deployment and in order to effect arrests on the pitch area.

Where possible, all pitch invasion deployments will be made by the Ground Commander, Bronze 1. If effective control is lost, owing to the prevailing circumstances, Silver Control will direct resources from the vantage point of the match control room.

RESTRICTED

PITCH INVASION DEPLOYMENT
Britannia Stadium
Stoke City v Newcastle United
Saturday, 11th April, 2009
GENERAL INSTRUCTIONS

STOKE CITY F.C.

ALL OFFICERS TO BE FULLY AWARE OF THE EMERGENCY EVACUATION PROCEDURES AS CONTAINED ON THE RED COLOURED SHEET IN THIS OPERATIONAL ORDER.

All Police Officers engaged in football duty MUST wear yellow reflective jackets, WITH ID NUMBERS / BADGES OF RANK PROPERLY DISPLAYED, and Patrol Vests where issued.

COMMUNICATIONS

Resources will utilise Airwave Radio Talk groups as notified, generally 465 FOOTBALL 1 and 469 FOOTBALL 2 are used for Public Order Resources dependent upon the Category of the match. Additional talk groups to be utilised will be notified.

In the event of a serious incident taking place Officers NOT engaged on that incident MAY be required to change to another Airwave Talk Group (You will be advised) thus leaving the original talk group free for this incident.

In the event of a Command Radio Talk Group being required whereby SILVER CONTROL requires to communicate solely with Commanders, Controllers will instruct that all commanders/ suppression, or any particular call sign(s), will change to 469 FOOTBALL 5.

VISITING SUPPORTERS

The SOUTH STAND is reserved for VISITING SUPPORTERS ONLY.

GROUND REGULATIONS/ARRESTS/SECTIONS

POLICE OFFICERS WILL NOT EJECT PERSONS FROM THE STADIUM.

All Officers must be conversant with Stoke City F.C. Ground Regulations and fully support Club Stewards in their enforcement, which is the responsibility of the Club stewards.

Ejections from the Ground BY STEWARDS will be made via the NEAREST SAFE exit.

All persons arrested inside the Ground or on its perimeter to be presented to the Ground Detention Room Sergeant, accompanied by the arresting Officer.

Tow arrests to be presented to the Ground Detention Room Sergeant or Police Station Custody Officer, with the arresting Officer.

OVERCROWDING

All Officers engaged on duties at the Ground must be alert as to the importance of overcrowding. If any such conditions are found or expected to occur, the Officer MUST inform Control giving the location, and will take immediate steps within his capabilities either by preventing further ingress or egress of spectators as the case may be, or by evacuating spectators to less crowded areas.

CLOSURE OF TURNTILES - CAPACITY CROWDS

When the number of spectators in any area is nearing capacity, SILVER CONTROL may direct the closure of turnstiles. Where such instruction is given, it will be necessary to close turnstiles in sequence which should allow those already queuing to enter the ground until only one turnstile remains open. This turnstile should then be closed once the capacity figure for that area is reached.

Any closure of turnstiles will be arranged by The Club.

FIRST AID

The main First Aid room is situated in the East Stand at the South end. It is manned by Staffordshire Ambulance Trust, a further first aid room is contained in the West Stand (North end) and is manned by St John Ambulance personnel.

St John Ambulance personnel can also be located on the track side in all four corners of the pitch.

Silver Control is in contact with the Crowd Doctor, West Midlands Ambulance & St John Ambulance personnel to ensure the operation.

EMERGENCY EQUIPMENT

All the major facilities of the Match Control Room are protected by emergency back up power; Bolt croppers and hand held loud hails are available for deployment from the Match Control Room.

TURNTILES & TICKET OFFICES

In the event that large queues develop at turnstiles, or ticket offices, they are to be organised in such a way to prevent obstruction. Regular reports are to be made to SILVER CONTROL regarding numbers queuing, especially during the 20 minutes prior to kick-off time.

HOME FANS ARE REQUIRED TO ENTER THE GROUND WITH A TICKET PURCHASED EITHER IN ADVANCE OR BEFORE APPROACHING THE TURNTILES, FROM EITHER OF THE GROUND TICKET OFFICES, EXCEPT TURNTILES 15 - 17 IN THE NORTH (BOOTHEN END) STAND WHICH WILL ACCEPT CASH. Away fans usually can pay cash at their turnstiles, except on ALL TICKET games.

CCTV

There is a comprehensive CCTV system installed, covering both inside the Ground, including all concourses, its perimeter, and approach routes to the ground.

PUBLIC ADDRESS SYSTEM

Two separate systems are available - The Main System for the general Ground areas, and

The Outside System for the perimeter of the Ground.

PARKING ARRANGEMENTS

There are 650 car parking spaces at the stadium, served by the A50 entrance, plus parking for 30 visitor coaches and hire vans etc.

The other parking areas are 1600 spaces on the South and Trent car parks located off Stanley Matthews Way, below the Audi garage dealership.

Off street parking in the Sideway area, from where spectators have a 15 minute walk along the footpath leading from the Incorporated, over the canal and railway line on the west side of the ground.

LIQUOR LICENCING

Alcohol is available in all areas of the Ground before the match, and for the period 15 minutes before half time to the start of the second half. On some matches also after the game for 30 mins in HOME areas only.

In addition the upper concourses in the main West Stand (Premier Club) and the 'Deilah's' Bar, situated outside the Ground at the junction of the North and East Stands can open after match.

CS INCAPACITANT SPRAY

N.B. The use of C.S. Incapacitant spray inside the stadium, MUST BE IN ACCORDANCE WITH OFFICERS TRAINING.

Its use in confined, restricted or crowded areas could have a serious effect on 'innocent' persons in those situations.

THE EMERGENCY CIRCULATION AREA OF THE GROUND AND EMERGENCY ACCESS

via STANLEY MATTHEWS WAY TO THE A5035 MUST BE MAINTAINED AT ALL TIMES.
STANDBY DUTIES - STOKE CITY F.C.

All Officers retained outside the Stadium on the Emergency Vehicles parking area form the Standby contingent and will take up a position as soon as possible, and in any event 15 minutes after the kick-off, and will remain in situ until the end of the game or until otherwise deployed elsewhere. They will be freed to take up their nominated duties after the game only on the specific direction of Silver Control.

Any incident or involvement which may delay officers nominated for standby duties, taking up their position MUST be relayed to Silver Control immediately.

Serial / PSU Commanders will assume nominal charge of their allocated resources on Standby duty outside the Stadium until any deployment of officers is made. All relevant vehicles will be parked in positions so as not to compromise access, particularly emergency access.

In the event of any indication that a pitch invasion is imminent, the following deployments will be made:

FOOT OFFICERS will be directed to enter the Stadium via the gates at the junction of the South Stand and the main West Stand and take up position adjacent to the players tunnel.

Should a pitch invasion take place, all personnel will be directed to take up position on the pitch side track in front of the South Stand, which contains the visiting teams supporters.

Dependent upon events taking place within the Stadium it may be necessary to deploy Officers along the track at the main West Stand and at the East Stand.

Dog Handlers if in attendance, will only enter the stadium on the instructions of the Silver Police Commander.

Match officials, players and ball boys must be given every assistance to leave the playing area. The Referee and the assistant referees will have been briefed before the game by the Club.

All efforts will be made to prevent opposing groups of spectators coming into contact with one another. Where possible all deployments will be directed by the Bronze Stadium Commander who will have responsibility for events within the Stadium.

The Main intention, in the event of a Pitch Invasion, is to attempt to safely contain the visiting fans within their seated area.

PORT VALE F.C. & STOKE CITY F.C.

EMERGENCY INCIDENT CODE WORDS

IN ADDITION TO THE EMERGENCY EVACUATION PROCEDURE CONTAINED ON THE RED COLOURED SHEET WITHIN THIS OPERATIONAL ORDER THE FOOTBALL CLUBS WILL USE THE FOLLOWING CODE WORDS.

THESE ARE DESIGNED TO PREVENT PANIC OR PROBLEMS WITH MEMBERS OF THE PUBLIC OVER HEARING POTENTIALLY IMPORTANT MESSAGES.

CODE RED.

ANY INCIDENT INVOLVING FIRE OR FIRE ALARM SYSTEM AT THE GROUND WILL BE REFERRED TO AS CODE RED.

CODE BLACK.

ANY INCIDENT INVOLVING A SUSPECT PACKAGE OR BOMB CALL WILL BE REFERRED TO AS CODE BLACK.

THE CLUB HAS COMPREHENSIVE CONTINGENCY PLANS TO DEAL WITH SUCH INCIDENTS AND THESE WOULD COMPLEMENT STAFFORDSHIRE POLICE CONTINGENCY PLANS IN THE EVENT OF IT BEING NECESSARY TO IMPLEMENT THE FORCE PLANS.
EVACUATION PROCEDURES
BRITANNIA STADIUM - STOKE CITY FOOTBALL CLUB
In the event that it is necessary for a part, or all, of the ground to be evacuated, the
following procedures will apply:
1. All locks on Emergency and Exit Gates will be removed by Stewards and replaced by a quick
release mechanism at the commencement of their duty.
2. Any Steward or Police officer becoming aware of an emergency situation will immediately inform
the Match Control Room at the ground.
3. Upon receipt of such a message, the Control Room staff will immediately inform the appropriate
agency, e.g. Fire & Rescue, or Ambulance. In the event of it being necessary for evacuation
procedures to be implemented arrangements will be made for the following message to be relayed
over the grounds public address system, if the game is not in progress:
"STEWARDS TAKE YOUR POSTS"
4. If the game is in progress the match play will be suspended by the
PLAYING OF A MUSICAL RECORD
The message or musical record will be the signal to the Stewards and Police Officers that a
problem is being experienced. All Stewards will take up their respective positions.
5. The Referee, who will have been briefed by the Club Safety Officer prior to the match, will
hence the musical record suspend play, and go to the players tunnel to be advised as to the
situation.
6. If the decision is taken to facilitate a partial or complete evacuation of the ground, the intention is
to open EVERY exit gate so that should any section of the crowd wish to leave they can do so
freely. The signal for TO OPEN ALL the exit gates is the following message relayed over the public
address system:
"WILL STEWARDS PLEASE OPEN EXIT GATES TO ALLOW MR WHITE TO LEAVE THE GROUND"
7. If the decision to evacuate part or all of the ground is taken a specific message will be relayed over
the public address system.
"WILL ALL SPECTATORS IN (SPECIFY PART OF THE GROUND)
PLEASE LEAVE THE GROUND IN AN ORDERLY MANNER"
They will be reassured that there is no need to panic.
8. The Silver Police Commander & Club Safety Officer, in consultation with the Referee will decide
if the particular situation necessitates the game being abandoned. If the decision is taken to
abandon the game the following message will be relayed over the public address system:
"THE MATCH HAS BEEN ABANDONED, WILL ALL SPECTATORS PLEASE LEAVE THE GROUND IN AN ORDERLY MANNER, YOU WILL BE DIRECTED BY STEWARDS AND POLICE OFFICERS TO SUITABLE DISPERSAL POINTS"
9. Stewards and any available Police officers will then direct spectators out of the ground.
10. The stand down message, which can be used at any time, will be relayed over the public
address system in the terms:
"MR WHITE HAS LEFT THE GROUND"
All exit gates can then be closed and the match could continue.

CRIMINAL INVESTIGATION DEPARTMENT
CONTINGENCY PLAN - MAJOR CRIME, INSIDE STADIUM
An early decision will need to be taken in respect of whether or not the game is to be
stopped to enable police to effectively carry out their duties. The stopping of the game will have great implications particularly for those phases of the contingency plan outlined at A. B and C below.

The phase of the plan would be:
A. Containment
B. Scene Preservation
C. Identification
D. Accommodation - witnesses
E. Investigation
F. Process

A. CONTENT
Will include:
1. Deployment of Uniform Officers to cover
2. Senior Detective Officer - arrange CID mobilisation
3. All personnel deployed in relation to it to change from normal match
   operations radio talk group to a identified dedicated talk group
4. Establishment of Major Incident Room with HOLMES
5. Consideration of evacuation of unaffected areas of the ground
6. Consideration of stopping the match.

B. SCENE PRESERVATION
1. Identify scene.
2. Secure with available resources.
3. Scene of Crime manager to take charge at earliest
   opportunity.
4. Photographer/Forensic Scientist/Scene of Crime Officer
to examine and record with well established procedures.

C. IDENTIFICATION
1. Use of closed circuit television and E.G.T. officers equipment to record
   persons present in the crowd.
2. Arrest identified suspects.

D. ACCOMMODATION
1. Identified witnesses to be channelled off sideways for detailed interview.
2. Other spectators, not witnesses, released when identification corroborated.

E. INVESTIGATION
To be carried out in accordance with well established Force policy.
SPORTING EVENTS CONTROL OF ALCOHOL (ETC) ACT 1985

As amended.

DESIGNATED GROUND MEANS: Home ground of all soccer clubs who are members of the F.A. or Welsh F.A. (all levels).

DESIGNATED EVENT MEANS: Any match involving any team of a league club, home or abroad. All international matches home or abroad. European Cup, Cup Winners Cup, UEFA Cup matches, home or abroad.

PERIOD OF EVENT: From 2 hours before the published start to 1 hour after the end of the event.

VEHICLE MEANS: Public Service Vehicle, or train, used for principal purpose of carrying passengers to or from a designated event.

PUBLIC SERVICE VEHICLE MEANS: Adapted to carry 8 or more persons and carrying for hire or not so adapted but carrying for hire at separate fares for reward.

OFFENCES

SECTION 1 (Vehicles Going To And From Designated Events).
1. Operator or his/her servant or agent, hire or his/her servant or agent, knowingly causing/permitting alcohol to be carried.
2. Person having alcohol in possession on vehicle.
3. Person drunk on vehicle.

SECTION 2 (At The Designated Event).
1. Person having alcohol in possession during period of event and in designated ground in direct view of event.
2. Person having alcohol in possession whilst entering or trying to enter designated ground during period of event.
3. Person being drunk in designated ground during period of event.
4. Person being drunk whilst entering or trying to enter designated ground during period of event.
5. Person having in their possession during periods of event and in designated ground in direct view of event any bottle, can or other portable container, (or any part thereof) including when crushed or broken which is for holding drink (not necessarily alcohol) which is not normally retained after use and which is capable of causing injury (excludes containers for medicine).

POLICE POWERS

A Constable may:
1. Enter any part of designated ground during period of event for purposes of enforcing provisions.
2. Search any person he/she has reasonable ground to suspect is committing or has committed an offence.
3. Arrest such a person (Necessity rule top be considered).
4. Stop P.S.V. if offence reasonably suspected.
5. Search P.S.V. or train, if offence reasonably suspected.

FOOTBALL RELATED OFFENCES

FOOTBALL OFFENCES ACT, 1991 AS AMENDED

SECTION 2 - THROWING
It is an offence for a person at a designated football match to throw anything at or towards:-

a. The playing area, or any area adjacent to the playing area to which spectators are not generally admitted, OR
b. Any area in which spectators or other persons are or may be present. Without lawful authority or lawful excuse (which shall be for him to prove).

SECTION 3 – CHANTING

(1) It is an offence to engage or take part in chanting of an indecent or racist nature at a designated football match.

(2) For this purpose:

(a) 'Chanting' means repeated uttering of any words or sounds whether alone or in concert with one or more others.

(b) 'Of a racist nature' means consisting of or including matter which is threatening, abusive or insulting to a person by reason of his colour, race, nationality (including citizenship) or ethnic or national origins.

SECTION 4 – GOING ONTO PITCH OR TRACK

It is an offence for a person at a designated football match to go onto the playing area, or any area adjacent to the playing area to which spectators are not generally admitted, without lawful authority or lawful excuse (which shall be for him to prove).

CRIMINAL JUSTICE AND PUBLIC ORDER ACT, 1994

SECTION 165 - TICKET TOUTS

(1) It is an Offence for an unauthorised person to sell, or offer or expose for sale, a ticket for a designated football match in any public place or place to which the public have access or, in the course of a trade or business, in any other place.

(2) For this purpose:

(a) a person is 'unauthorised' unless he is authorised in writing to sell tickets for the match by the home club or by the organisers of the match.

(b) 'a ticket' means anything which purports to be a ticket; and

(c) a 'designated football match' means a football match of a description, or a particular football match for the time being designated for the purposes of Part I or Part II of the Football Spectators Act, 1989.

Search Powers - Section 32 P.A.C.E. apply for Persons and premises including Vehicles upon arrest.
GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, The F.A. Premier League and The Football League in respect of the relevant competitions. The Ground Regulations incorporate the Club’s Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Club" means this football club. "Match" means any association football match taking place at the Ground.

1. Permission to enter or to remain within the Ground (notwithstanding possession of any ticket) is at the absolute discretion of the Club, any police officer or authorised steward. On no account will admission be granted to a person who is the subject of a current Banning Order.

2. The Club reserves the right to the maximum extent permitted by law any liability for loss, injury or damage to persons, property or in or around the Ground.

3. No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever.

4. In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club’s Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.

5. All persons seeking entrance to the Ground acknowledge the Club’s right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

6. The following articles must not be brought within the Ground - knives, fireworks, smoke generators, air- horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, can, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.

7. Further, you may not bring into the Ground any sponsorship, promotional on marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith nor may you offer (either free or for sale by anyone) any goods (including literature) of any nature without the express written approval of the Management.

8. The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

8.1. Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.

8.2. The following acts are offences under the Football (Offences) Act 1991, as amended. Conviction may result in a Banning Order being made.

8.2.1. The throwing of any object within the Ground without lawful authority or excuse.

8.2.2. The chanting of anything of an indecent or racist nature.

8.2.3. The entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse.

9. All persons entering the Ground may only occupy the seat allocated to them by their ticket and must not move from any one part of the Ground to another without the express permission of an officer of the Club and/or any police officer.

10. Nobody may stand in any seating area whilst play is in progress. Persistent standing in seated areas whilst play is in progress is strictly forbidden and may result in ejection from the Ground.

11. The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.

12. Football League stadia are smoke-free and smoking is not permitted inside the Ground.

13. Mobile telephones are permitted within the Ground, provided that they are used for personal and private use only.

14. Under the Sporting Events (Control of Alcohol etc) Act 1985, the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:

14.1. Attempting to enter the Ground or being inside the Ground whilst drunk.

14.2. Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.

15. Any individual who has entered any part of the Ground designated for the use of any group of supporters to which he does not belong may be ejected from the Ground either for the purposes of his own safety or for any other reason.

16. No person (other than a person who holds a proper licence) may bring into the Ground or use within the Ground any equipment, which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Match or the Ground. Copyright in any unauthorised recording or transmission is assigned (by way of present assignment of future copyright) pursuant to section 51 of the Copyright, Designs and Patents Act 1998 to the Club.

17. No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.

18. Tickets are not transferable and may not be offered for sale without the prior written permission of the Club. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer.

19. CCTV cameras are in use around and in the Ground and the Club may itself use or pass to the police or any Football Authority, any recordings for use in any proceedings.

20. At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.

21. Entry to the Ground signifies your express consent to the use of your actual or simulated likeness in connection with the production, exhibition, advertising or exploitation of any film, video and/or audio recording of the Match and/or any element thereof in any visual media throughout the World.

22. The Club reserves absolutely the right to eject from the Ground any persons failing to comply with any of the Ground Regulations or whose presence within the Ground is, or could, reasonably be construed as constituting a source of danger, nuisance or annoyance to any other person. This could lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement) and other benefits.

23. Entry to the Ground shall constitute acceptance of the Ground Regulations.

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