

**Can the new football violence Act provide the means for efficient
safety management in football grounds in Cyprus?**

A DISSERTATION

By

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Submitted to

The University of Wolverhampton Business School

In partial fulfilment of the requirements

for the degree of

MA Management

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4 January 2016

A Dissertation Entitled

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in football grounds in Cyprus?**

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Declaration

"I declare that this Dissertation/Research Project, in its entirety, is my own work. It has not previously been presented in whole or part, for any other award. Neither has it been published in whole or in part elsewhere and presented here without the proper use of references. Neither has it been commissioned in part or whole to be written by another party or individual on my behalf."

Signed: George Yiapanas

Date: 4 January 2016

Abstract

It recently became apparent that it was imperative to amend the “On the Prevention and Suppression of Violence at Sports Grounds Act 2008”, as football violence incidents were increasing dramatically.

The new Act was voted by the House of Representatives in August 2014 containing in total 77 articles which clearly define and segregate the duties and responsibilities of all parties involved in a sporting event.

Learning from past football disasters and tragedies, safety management has become today one of the main concerns for the organisers. It is imperative to learn from those incidents and use their findings as a guide to avoid similar tragedies today.

The research is aiming to specify and report the duties and responsibilities resulting from the new football violence Act and identify whether it can provide the means for efficient safety management in football grounds in Cyprus.

Acknowledgments

I would like to express my gratitude to everyone who helped me thought my dissertation.

First I would like to thank my supervisor Dr Andreas Constantinou who provided his knowledge and experience that added value to my academic studies. His continuous support helped me in writing this dissertation.

I am really thankful to all those whom I interviewed, as they gave me useful information and enlarged my knowledge regarding the dissertation questions. Special thanks to Mr Ionas Nicolaou, Minister of Justice and Public Order of Cyprus, who accepted my request for a short interview, to Mr Kenny Scott and Dr Steve Frostdick for their valuable and unique information and to Mr Phivos Constantinides, GSP Stadium Manager for the variety of information I was able to collect from him, while conducting my research.

I would also like to thank the people that accepted to be part of this dissertation by answering the questionnaires.

Finally, I would like to dedicate this dissertation to my family that supports me in every step of my life. Special thanks to my wife for her encouragement, love and support throughout my MA degree.

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Chapter ONE - Introduction

1.1. Introduction

The large amount of violence incidents between rival spectators inside and outside the venues is currently the main problem of football in Cyprus. For decades, the authorities have been trying different ways to combat violence at sports venues, a phenomenon which through the years, mainly due to impunity, has spread immensely. Hooligans felt unbeatable and the authorities seemed unable to suppress the violence in sports venues.

Various committees were appointed mainly after serious incidents during football games or after a political decision by the government, but it was never a result of an in-depth research and study. Over the years it became apparent that it was imperative to improve the Act and define through a new one the duties and responsibilities of all parties involved in sporting events.

The enactment of the amended Act in 2014 by the House of Representatives was the beginning of a tough and uneven under the circumstances battle against violence in football. The main element of the Act is to provide the means for an efficient safety management in football grounds in Cyprus.

1.2. Football safety management

Football safety management sets a series of actions and procedures, in order to provide a safe environment to the participants in a football event. It provides the necessary guidance and advice to match organisers and brings together all the strands of best practice and knowledge for managing safety in football (Frosdick and Whalley, 1999).

On a match day most people watch football at home but many fans take the opportunity to travel to the stadium itself to enjoy the spectacle and be part of the experience. For match organisers an event begins by the time the event is set until the time the supporters return safe to their home. All the partners involved in a

football match share a single target, to create a safe, secure and welcoming environment for the spectators.

If fans enjoy the event they are more likely to return to the venue again and spend more time and money and express their love for football. In an event flow the supporters go from home to the venue and back home again, passing through different stages, with one stage leading to the next, all interconnected, with the visit to the match being the highlight. If the fans are treated well, they will be far more likely to behave in a positive and responsible way.

1.3. Football violence in Cyprus

Football in Cyprus is the most popular sport and more than half million spectators each year visit the first division football games (Appendix 1). The phenomenon of football violence in Cyprus and the first incidents between rival spectators goes back in the late 40's, when Cyprus had a rapid politicisation of the population due to the growth of the political parties and football teams were marked according to their ideological beliefs, separated into left and right wing teams. The politicisation of football continues in nowadays, while localism has recently surfaced, making these the two, the main reasons for triggering violence in football (O'Boyle, 2013).

In the mid 80's and onwards, the ultra-fans started organising their fan clubs and today all first division teams have their own fan clubs. It is a fact and a well-known secret that these fan clubs are fully controlled by the ultras and the police is unable to restrain them. The football clubs are afraid to go against them and due to impunity they become stronger every year. Almost every disorder incident today involves ultra-fans.

Incidents highlight

On 9th August 2012, Anorthosis FC was facing FC Dila Gori for an UEFA Europa League match. The match was abandoned on the 83rd minute due to pitch invasion from Anorthosis fans, after conceiving a goal. The UEFA Control and Disciplinary Body eliminated the Club from the Europa League and in addition to that, they had to

play their next three European games behind closed doors and pay a fine of € 50000 EUR (UEFA.com, 2012).

On 23rd April 2014, APOEL FC was facing AEL FC in Nicosia for the Championship. APOEL FC ultra-fans were heading to the match and just outside the stadium they came across the ultra-fans of AEL FC. They started throwing stones at each other and a 27-year-old man lost his eye when a rock hit him while he was in the car with his father going to the match. The young man was not even involved in the clash. The police used tear gas to disperse the fights and nine people were arrested.

On 17th May 2014, AEL FC was facing APOEL FC in Limassol for the Championship. The two teams were playing for the Championship with AEL FC needing a draw and APOEL FC a win to secure the title. The score was 0-0 and on 51st minute a firecracker thrown by AEL ultra-fans, hit one of APOEL players on the head as he was sitting on the bench. The referee abandoned the game and the safety officer with the police had to evacuate the stadium. The game was replayed one week later behind closed doors (Mail Online, 2014).

On 20th May 2015, APOEL FC was facing AEL FC for the Cup final. On 60th minute APOEL FC scored a goal (3-1) and the opposite team's ultra-fans started throwing stones, seats and fireworks onto the pitch and they set fire to the chairs. The game was interrupted by the referee for 60 minutes. During the interruption, the police clashed with the fans and one Riot Squad Police officer was taken to the hospital with arm injuries. Three fans were arrested (Cyprus, 2015).

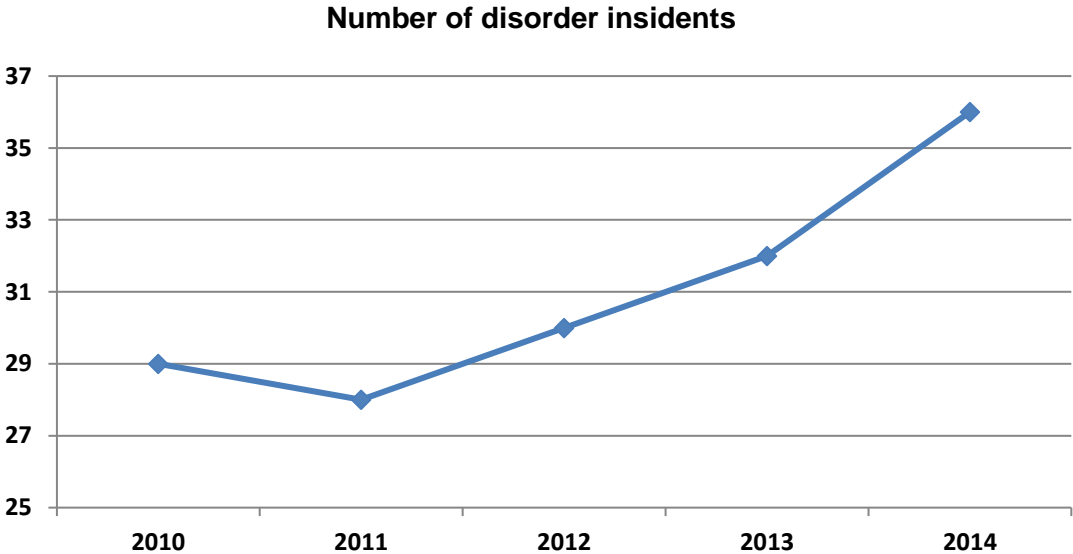
In early 2015, Cyprus Football Association had to postpone all first division matches after a bombing attack against one of the top referees of Cyprus (Mail Online, 2015). This was the fourth bombing attack during the season and the sixth since 2014, all connected to football violence.

It is worth pointing out that every year, at the beginning of each European season, UEFA is organising a Security Conference with the participation of all the clubs playing in the group stage, the stadium's safety officers and the police. In the 2012 congress, the various incidents that occurred during the European games of the

Cypriot clubs in 2011 were used by UEFA as examples in the workshops. The congress' outcome was that Cyprus has a football disorder problem that had to be resolved immediately.

According to official National Football Information Point - NFIP (Appendix 2) reports, from 2010 to 2014, the police recorded 155 disorder incidents related to football.

Figure 1: Football disorder incidents in Cyprus



Source: National Football Information Point - Cyprus

The above figures indicate an uptrend in disorder incidents with an average of thirty incidents per year and an average of seven incidents per game.

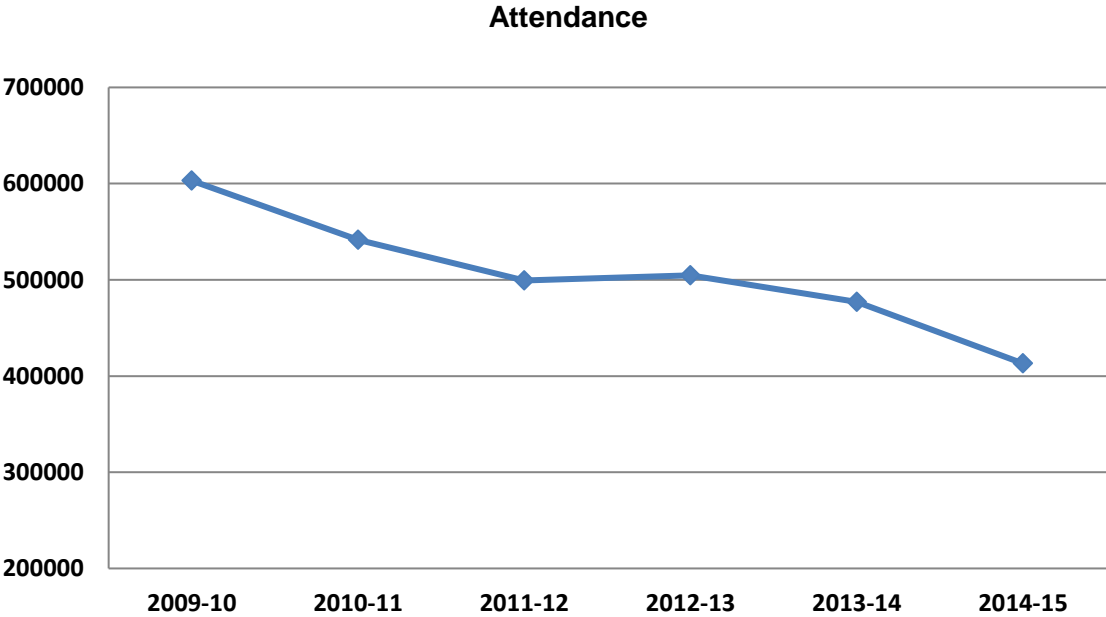
Some games were abandoned by the referees after serious disorder incidents and racist behavior, while the police and stadium safety management were unable to control the chaos inside and outside the football grounds.

Consequences

Due to football violence and disorder, many spectators have stopped visiting the football grounds. They feel unsafe and with the police being unable to change the situation, year after year numbers fall dramatically. Clubs are unable to solve the problem despite the fact that they are trying to increase their income from gate receipts and other marketing models like reduction of ticket prices, free tickets etc. As

long as football grounds are not safe, spectators will not attend any football games. According to the official attendance reports of the last six years (Appendix 1), for the First Division, the attendance in 2009-2010 was 603000 spectators while in 2014-2015, 413000 spectators.

Figure 2: First Division attendance



Source: Cyprus Football Association statistics

The above figures show clearly that every year the attendance has a downturn and comparing 2009-2010 to 2014-2015, there is a decrease of 33%. One of the main reasons for this decrease is the unsafe environment that exists in the football grounds.

The Cyprus government in an effort to combat and resolve football violence, decided in early 2014 to amend the Act and include additional articles believing that this will provide the means for efficient safety management in football grounds.

1.4. The Act against violence at sports grounds

The “On the Prevention and Suppression of Violence at Sports Grounds Act 2008” was voted by the House of Representatives in 2008 and it was based on the Act of 1994, the recommendations of the Council of Europe, the decisions and resolutions of the European Union, and the UK Football (Disorder) Act 2000.

Some articles regarding stadium infrastructure have had a transitional period of three years, due to the fact that most venues in Cyprus are old and it was almost impossible for their owners to install a CCTV system and an electronic ticketing and access system in such a short period of time. Although the House of Representatives voted the three-year transitional period in 2008 and again in 2011, the stadium owners did not proceed with any structural improvements.

In June 2014, because of the serious incidents during that period, the Ministry of Justice and Public Order decided to revise the 2008 Act and add 13 new articles, strengthening the preventing measures in order to end anonymity and suppress hooliganism.

In September 2014, the amended Act was voted by the House of Representatives and now contains 77 articles which clearly define and segregate the duties and responsibilities of all parties involved in a sporting event.

1.5. Research aims and objectives

The research is aiming at identifying and reporting these duties and responsibilities and specifying whether the Act can provide the means for efficient safety management in football grounds in Cyprus.

The research is therefore intended to address and answer the following questions:

1. How did the various disasters in other football grounds change safety management procedures?
2. What are the duties and responsibilities of all parties involved in a sporting event according to the Act?
3. Which are the ways to achieve a safe, secure and welcoming environment in football grounds?
4. How can football grounds operate to provide high level safety, security and service?

1.6. Outline

To explore these objectives, this dissertation has five chapters: Introduction, Literature Review, Research Methodology, Results and Analysis, and Conclusion. Further analytical information is provided in the appendices.

Chapter one justifies the topic of the dissertation and introduces the research questions. Chapter two reviews and critically analyses the academic literature pertinent to the research questions. Chapter three justifies the chosen research methodology, philosophy, approach, design, and practice. Chapter four presents the findings in relation to the literature reviewed in Chapter two. Chapter five concludes the research by drawing all the key points and identifying the recommendation resulting from the research.

Chapter TWO- Literature Review

The purpose of this chapter is to review and critically analyse the academic literature pertinent to the research questions.

2.1. Theoretical background

In modern society, football has been linked to the phenomenon of commercialisation and competition. A consequence of this connection is the surface of disorder and violence.

"Hooliganism" is the disruptive, antisocial and violent behaviour of fans that disrupt normal activities. Hooliganism incidents are usually considered as the clashes between supporters of different teams, insulting or racist behaviour, throwing objects, use of flares or other flammable materials, pitch invasion etc. (Frosdick and Marsh, 2005).

Since the early years, violence was an integral part of football. Football has been associated with violence since the 13th century in England and according to Carnibella et al (1996), the game of 'ball capturing' took place between neighbouring villages and was played with different rules from place to place. The competition involved young men of rival villages that often used this opportunity to settle personal arguments and land disputes. The various violence incidents forced Edward II to ban football in 1314.

Football violence can take various forms such as hand-to-hand fighting between rival supporters, or it can involve up to hundreds of fans armed with knives and weapons and it can take place in many other sporting events besides football. As a form of behaviour, the disorderliness is complex and many-sided. In popular usage, the label embraces swearing and minor misdemeanours. In more serious incidents, the label refers to deliberately pitch invasions and large scale fracas between opposing fan groups that are often violent and destructive (Dunning, et al, 1986).

The violent behaviour of supporters has been for decades the biggest problem in football. Germany, Netherlands, Italy, United Kingdom, and many others, have experienced (and some still do) the larger problems of football violence.

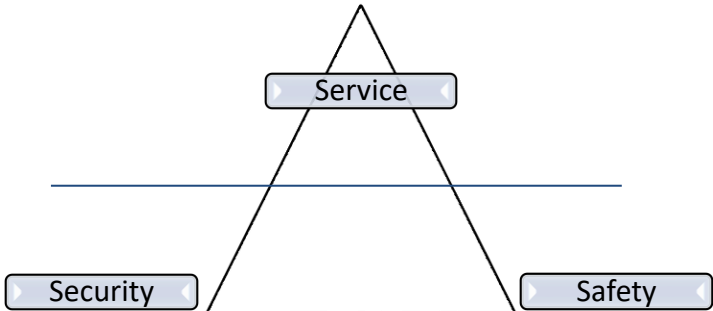
Ultra-fans have taken over the years the control in the stadiums. They tend to have their own banners, flags and symbols and they are organised in different locations. They have revenue from selling their merchandise and they number hundreds of members. For them, being an ultra-fan is a specific attitude to life and they love their club irrespective of its management (Pilz, 2010).

2.2. Safety management in football grounds

According to Whalley (2008), all partners involved in a football match share the same responsibility, to maintain a balance between the three elements of safety management. The trinity of safety, security and service form a three key concept which although they are used together, they are three different things.

Service is the most visible element and refers to providing an exciting spectacle to the fans, having suitable and sufficient amenities, such as food and drinks, merchandise and sanitary facilities (Chalmers and Frosdick, 2011).

Figure 3: The trinity of safety, security and service



Safety is the less visible part and starts with structural design and maintenance of the venue to prevent collapsing of the buildings. It manages venue capacities and deals with aspects of human behaviours, emergencies and evacuations in case of serious incidents (Chalmers and Frosdick, 2011).

Security, on the other hand, is about the prevention and detection of crime, terrorist attacks and threats and maintaining public order.

These three elements are interrelated and an overemphasis on security could sometimes cause safety and service problems. For example, if the venue management decides for security reasons to lock the doors in order to prevent people from entering the venue without tickets, this could create safety problems in case of an emergency evacuation. Therefore, safety and security must always be kept in balance (Frosdick and Whalley 1999).

The single overarching objective can be expanded into six main pillars:

- Venue safety: Making sure that the venue is maintained in a proper condition.
- Venue security: Preventing unauthorised people from entering the venue in any way.
- Crowd management: Making sure that spectators can get into the venue, watch the event and leave safely.
- People safety: Ensuring that the venue staff is safe and looks out for other people.
- Spectator experience: Supporting the event making sure that it is exciting, enjoyable and comfortable for the fans.
- Success of the event: Supporting the main objective of the event which is to be profitable, safe and sustainable.

These six aims have not always been achieved in the past as many disasters occurred having tragic results. These disasters show that venues can be so secure but at the same time very unsafe. Although things might be well planned and structured, things can always go wrong.

2.3. Football disasters

During the last 70 years many tragedies and disasters occurred in various football venues and the official findings and reports fundamentally changed safety management and event policing. It is because of these disasters and mainly after the

various reports and recommendations that things started changing. Safety today is considered as top level priority.

The following disasters are examples of bad safety management.

Table 1: Major football disasters

Date	Disaster	Place	Deaths
5 April 1902	Ibrox Stadium disaster	Scotland	25
9 March 1946	Burnden Park disaster	England	33
24 May 1964	Estadio Nacional disaster	Peru	328
17 September 1967	Kayseri Ataturk Stadium tragedy	Turkey	40
23 June 1968	Puerta12 tragedy	Argentina	71
2 January 1971	Ibrox Stadium disaster	Scotland	66
8 February 1981	Karaiskaki Stadium disaster	Greece	21
20 October 1982	Luzhniki disaster	USSR	66
11 May 1985	Valley Parade disaster	England	56
29 May 1985	The Heysel disaster	Belgium	39
12 March 1988	Kathmandu Stadium disaster	Nepal	93
15 April 1989	Hillsborough disaster	England	96
13 January 1991	Orkney disaster	South Africa	42
11 April 2001	Ellis Park Stadium disaster	South Africa	43
1 February 2012	Port Said stadium disaster	Egypt	72

Burnden Park disaster | 1946

On 9th March 1946, Bolton was facing Stoke City in an FA Cup Quarter Final game.



As the game was only six months after the end of World War II, the stadium was still in use by the government and the Burnden Stand was not available to the fans. This meant that 9000 fans that had tickets for that stand would have to enter from another gate and escorted around the pitch.

Picture 1: The Burnden Park disaster
Source: Sports Journalists' Association

The stadium management and the police were not prepared to accommodate that amount of people and 20 minutes before kick-off, they decided that the gates must close. This, however, did not stop

people from entering the venue as they started climbing over the gates, while others removed some fences and entered the venue.

A few minutes after the kick-off, two barriers collapsed under the weight of thousands of people, and everyone started entering onto the pitch to get away from the crush. The referee stopped the game to allow the police to push the spectators back, over the side line.

The game restarted but the police officer spoke to the referee and informed him that they had fatality on the stands and he had to stop the game again. Half an hour later the game restarted while dead bodies were lying on the side lines, covered with coats. The game finished as if nothing had happened with the players not knowing what really happened. It was later estimated that the crowd was in excess of 85000 people.

Thirty-three people died that day and more than four hundred were injured.

Moelwyn Hughes in his official report recommended limitations on crowd size in all venues with a capacity over 25000 spectators. All venues inspected and agreed that they should set safety limits and the turnstiles should record the spectator numbers to control the crowd entrance (Hughes, 1946).

Ibrox disaster | 1971

On 2nd January 1971, Rangers was facing Celtic at Ibrox Stadium, with the attendance being more than 80000. The match was heading for a 0-0 draw when Celtic scored in the 89th minute. With seconds to go, Rangers scored an equalizer and nothing foreboded the tragic events to follow (Graham, 2004).

The tragedy occurred when Rangers fans left the stadium using the Staircase 13. It is believed that the crush was caused by the downward force of the large amount of spectators leaving at the same time, while the initial reports say that the tragedy was caused when hundreds of Rangers fans left the match believing that Celtic had won and when they heard the crowd celebrating their goal, some of them attempted to go back, causing a mass confusion on the stairs (Collier and Taylor, 2010). Another

possibility is that a child being carried on his father's shoulders fell, causing a massive chain reaction.



Picture 2: The Ibrox disaster
Source: www.telegraph.co.uk

Sixty-six people died and more than two hundred were injured. It is the worst disaster in the history of Scottish football and the biggest in British football until the Hillsborough disaster in 1989.

The government appointed Lord Wheatley to conduct an inquiry. His report led to great redevelopments in football grounds and his findings were published in 1973 as a Guide to Safety at Sports Grounds (known as The Green Guide). The Green Guide is today on its 5th edition and being used by the UK Government as the official guide for safety at sports grounds.

Valley Parade disaster | 1985

It is also known as the Bradford fire disaster. The Bradford City stadium was old with a wooden grandstand, built on the side of a hill so the entrances and exits were at the rear. There was a gap under the seats where many spectators threw their trash. Despite warnings from the authorities, the stadium management did nothing about it.

On 11th May 1985, Bradford City was facing Lincoln City. A few minutes before half time, some people noticed a small fire in the back corner of the tier. Someone had thrown a cigarette that fired some papers or trash. Because of the wooden floor and ceiling that was covered with asphalt, the fire spread quickly (Darby et al, 2005).

The game immediately stopped and the police tried to lead people off the stand and onto the pitch. The 2500 fans on that stand started panicking when the roof caught fire from the horizontal flames. Seconds later the whole stand was in flames. People tried to escape onto the pitch, but some of them never made it. The heat was extremely high and the temperature over 900 degrees causing instant ignition on people's clothes and hair that were standing onto the pitch.

The police together with some spectators were desperately dragging burned people away. The human tragedy was just unavoidable as it took only four minutes for the fire to expand (Darby et al, 2005).



Picture 3: The Valley Parade disaster
Source: www.theguardian.com

Fifty-six people died and over three hundred suffered horrific injuries. About half of those that died had tried to escape from the back of the stand, trying to reach the exits (Firth, 2007).

The fire in Bradford was the tragic illustration of what happens when security takes precedence over safety. There were no fire extinguishers in the area because of fear that the hooligans would use them and the exit doors were locked with padlocks to prevent the entry of people without tickets. Due to these security measures, there was no way to extinguish the initial fire and most importantly, there were no exits for the spectators to escape.

The tragedy resulted in the report of Oliver Popplewell which introduced significant changes to improve the safety in football grounds, including the banning of wooden stands.

Heysel disaster | 1985

On 29th May 1985, Juventus was facing Liverpool in the UEFA European Cup Final, in Heysel stadium in Brussels. About an hour before kick-off, both teams' fans started throwing fireworks and stones at each other. The situation got worse when a large mass of Liverpool fans moved threateningly towards Juventus fans.

The police failed to stop them and this led to a large group of Liverpool fans violating the segregation fence and entering the Section "Z" that was intended for neutral fans. On the other hand, many Italians had bought tickets for that section violating the separation agreement. Liverpool fans moved towards the perimeter wall

and Juventus fans tried to climb over the wall to escape and the wall finally collapsed.



Picture 4: The Heysel disaster
Source: www.theguardian.com

Despite what happened, UEFA's officials together with the Belgian authorities and the police, decided to move on with the game in order to avoid further violence and disorder. The match started with 85 minutes delay (Uefa.theoffside.com, 2015).

Thirty-nine people died that day and more than five hundred were injured.

The tragedy occurred mainly due to the inadequacy of the stadium to host such a high risk game, the bad infrastructure and insufficient maintenance of the football ground and the confusion and lack of cooperation between the two different police forces that were operating back then in Belgium. The tragedy resulted in the five-year exclusion of all English clubs from European leagues. Fourteen fans were accused of manslaughter and sentenced to three years of imprisonment.

Hillsborough disaster | 1989

On 15th April 1989, Liverpool was facing Nottingham Forest on the repeat game of Cup semi-final.

Liverpool fans arrived at the ground many hours before the game, but they had to wait outside because the designated stand entrance had only a small number of turnstiles. The kick-off was delayed for half an hour as more than 2000 fans were still waiting to enter the venue. The police decided to open one of the exit gates to alleviate the crush outside the ground and suddenly, all the fans headed straight to the middle sections of the stands (BBC News, 2015).

This created overcrowding in the middle section of the stand and it is estimated that more than three thousand fans entered that stand, which is almost double its entry

capacity. Despite the pressure that existed in the front seats the police hesitated to let the fans onto the pitch as they believed that they were trying to invade the pitch.

Prior to the match, there were concerns about violence phenomena and the possibility of a pitch invasion, so the police placed a metal fence, on which there were only few doors leading onto the pitch, in case of emergency.



Picture 5: The Hillsborough disaster
Source: www.theguardian.com

The police and the firefighters started cutting the fence to help the fans. Some fans were climbing on the perimeter fence to escape and others were dragged by other fans in the upper tier. The response was slow with very bad coordination. At that moment the police reported the incident as “crowd trouble” and this caused a delay on the arrival of the ambulances.

Ninety-six people died and more than seven hundred were injured.

The next day, Prime Minister Margaret Thatcher and Home Secretary Douglas Hurd visited Hillsborough. Lord Taylor was then appointed to conduct an inquiry.

The terms of reference were to inquiry into the events and come up with recommendations about the need of crowd control and safety measures (Hillsborough Independent Panel, 2012).

In August 1989 he published an interim report, pointing out the actual events of that day supported by his conclusions and a final report containing forty-three separate recommendations regarding football safety. This report is known as the Taylor Report.

Lord Taylor found out that the main reason for the disaster was the bad policing and the poor communication. His major recommendations included the immediate removal of the perimeter fences, the transformation of all major venues into an all-seated model with immediate reduction of their capacity until the installation is complete, the implementation of a ticketing system and a better communication system between all the parties involved (Taylor, 1990).

2.4. Aftermath

The Burnden Park disaster in 1946 together with the Bradford fire and Heysel disasters, both in 1985, and the Hillsborough disaster in 1989 were the incidents that changed everything in football grounds safety (Elliot and Smith, 1993). These disasters led to serious grounds redevelopments and various safety guides publications.

According to Marsh et al (1996), after the Heysel disaster in 1985, Europe started making efforts to establish cross-border cooperation between the police and the football authorities against hooliganism. The Council of Europe adopted the European Convention on Spectator Violence and Misbehavior at Sports Events proposals, regarding prevention on violent behavior. The European Council asked all member countries to deal with sports violence and finally, the European Parliament proposed various measures to face hooliganism.

In 1996, the European Union adopted UK's proposals and issued guidelines on dealing with football hooliganism. These guidelines include the exchange of police information and the training of stewards in crowd control and safety techniques. EU also proposed that all police forces participated in training courses to learn and exchange information and techniques to prevent hooliganism (Marsh et al, 1996).

The football governing bodies (FIFA and UEFA) and their partners issued various safety guides and manuals in an attempt to minimise the risk of any future tragedies and people involved in safety management started sharing different duties and responsibilities. The same started happening in most countries with Act amendments and football ground procedures that combine safety with security and service.

2.5. Duties and responsibilities

The need of an integrated command and control structure across match operations is mandatory to avoid another disaster. The safety management team involves two main components, the police and the venue safety officer together with the stewards. They all share the responsibility in organising the football event. These two groups need to follow specific procedures and use trained and efficient staff.

Police

While responsibility for the safety of the spectators lies on the safety officer, the presence of the police is required to maintain public order outside and inside the venue. It is crucial to have an integrated approach on safety management between the police, the safety officer and stewards (Frosdick, and Chalmers, 2005). The cooperation between these three parts involved in safety management is very vital.

Police authorities of all European countries exchange useful information regarding their fans and incidents. The database is used by other NFIP's and they all gather information regarding football violence.

Venue Safety Officer

According to FIFA Safety and Security Regulations (FIFA, 2015), the safety officer must have experience in working with public authorities and the police and must have sufficient knowledge of event organisation, spectator supervision, event safety and security matters.

Every venue must assign a trained safety officer who will be in charge of the safety of the spectators and everyone else entering the venue. The safety officer commands an organisational structure and chain command for operations and stewarding. He is responsible to recruit suitable and trained stewards to supervise and provide safety and service to the spectators.

The venue safety officer is in charge of preparing, coordinating and developing the venue safety plans and in case of emergencies or evacuation he is in charge of the procedure (Football Licensing Authority, 2008).

Stewards

Stewards constitute the front line of the venue safety team. It could be any person assigned by the security officer to assist in safety management. Stewards must be well trained in safety matters and be able to carry out the duties required. There are different types of stewards, according to their duties during the event, i.e. safety stewards, security stewards, first aid stewards, fire stewards etc. (Football Licensing Authority, 2008).

Their primary role is safety and service. They assist with the circulation of spectators to prevent overcrowding and the reduction of disorder by taking early actions in an emergency. They also ensure the care, comfort and well-being of all spectators. They should always remember previous disasters and understand the need for vigilance and awareness at all times.

According to the UK Green Guide (Football Licensing Authority, 2008), their duties may vary depending on the venue size and the nature of the event. The basic duties for stewards are to understand their responsibilities towards the health and safety of the spectators, carry out safety checks, control the spectators during their entrance and exit from the venue and help achieve an event flow in the viewing areas, recognise crowd conditions as to ensure the safe environment and prevent any unwanted incidents, keep the staircases, corridors and exits clean and clear from any obstacles, to provide basic emergency first aid, to respond in emergencies and undertake specific duties during an evacuation.

Steward's appearance must create a good impression to the spectators. They should always be smart, clean, polite and helpful (Frosdick, and Chalmers, 2005). They should never watch the match, always behave properly and concentrate on their duties.

2.6. Safety & Security planning

Prior to every event, the safety officer, together with the police and the other partners involved in safety and security, meet together to prepare the safety and security plan. They take into consideration all the parameters and peculiarities of the event.

They study the history of the participating Clubs, they get information about the venue such as capacity, safety measures, stewarding, systems installed etc. and according to the possible attendance they prepare the best possible safety and security plan. The game is then categorised as a low or high risk game. If any other information turns out before the match and after the security meeting, it must be taken into consideration by the safety officer.

On match day, the security officer informs all the stewards and the security staff about the games details through a brief meeting. At the end of the match, a debrief meeting is set in order to collect all the information and details from the various incidents during the event. The security officer gathers all the information and prepares a detailed report which he sends to the police and the Club.

2.7. Football grounds operations

Football ground operations take into consideration the trinity service, security and safety and they provide support to the spectator's needs. These needs may be cultural, medical, physical, etc. and most of the times, the spectators will ask information about the venue facilities, instructions and directions or they may request help regarding first aid, lost property, even for a lost child (Football Licensing Authority, 2008).

The safety officer must ensure that both teams will arrive and depart from the stadium in complete safety and their dressing rooms have direct access to the pitch. Players should not come at any case in contact with the spectators (UEFA, 2011).

Specific service and safety conditions must exist for disabled people and the venue must have an accessible and inclusive environment for wheelchairs or people with limited mobility (CAFE, 2011).

The venue safety officer together with the stewards, have to take immediate actions in case of racist expressions or banned symbols. UEFA has introduced a ten point plan that they want all European clubs to adopt in an attempt to eradicate racism in football (FARE, 2003).

While operating a football ground different risks may rise. These risks are separated into three categories, service, safety and security. Service risks have to do with problems regarding the spectators' seats and their accommodation, inadequate facilities, long queues, poor quality of products etc. Security risks include alcohol problems, segregation breach, pitch invasion, high risk fans, racism behaviour, criminal activities etc. Safety risks include structural failure, blocked exits, tripping hazards, bad weather, systems failure, loss of services, crowd incidents etc.

There are a lot of different types of risks and the stewards must always be alerted and proactive. "To attain this goal, the safety officer has to develop the four C's: competence, control, co-operation and communication" (Frosdick and Whalley, 1999). Stewards must be able to assess the risk and decide if any further actions are required.

Crowd control management encapsulates a set of procedures in order to prevent disorder or a possible riot. The first crowd control incident was reported in 1923, at Wembley during the Cup final. More than 300000 spectators tried to enter the venue, the capacity of which was 127000. That match is known as "the white horse final" because a policeman on a white horse managed to control the crowd and clear the pitch (Miller et al, 2010).

The primary objective of crowd control is to ensure the safe entry, the safe accommodation and the safe exit of the spectators. To accomplish this, the venue needs to have a variety of systems installed and procedures to be followed.

In a normal environment and circumstances, people conform to the behaviour of those around them. This means that within the crowd they may behave differently than if they were alone or in a smaller group. When feeling part of a larger group, people may be aggressive. The loss of individuality entices even the calmest person to lose control and begin to adopt the behaviour in the environment. Crowds usually become difficult to control at the end of the game. The main problem is segregating them and keeping home and visiting fans apart. This concerns a structured safety crowd management plan (Coalter, 1985).

The safety officer needs to prepare a detailed segregation plan, based on the three different types of segregation procedures. The first type of segregation concerns the planning of different routes for home and away fans. The second type concerns the segregation of home and away fans on the stands and the third type is the protection of players from the spectators (Football Licensing Authority, 2008).

Despite the fact that normal operations and planning are made to protect the spectators, things can always go wrong. Routine incidents are dealt with under normal circumstances and procedures, but the venue also needs to have emergency plans (Football Licensing Authority, 2008). The plans outline the immediate response to any incident that might affect the safety of the spectators or disrupt any normal operations.

It is crucial for the staff to know every detail regarding the venue and how it operates. In emergency cases, they need to be trained so that they can deliver fast, efficiently and effectively and help the spectators to exit fast and safely.

2.8. Football grounds infrastructure

Football grounds must have a valid safety certificate issued by the relevant Licensing Authority. The certificate ensures that the venue is safe to operate and accommodate a football event and all safety regulations are taken into consideration. In order for the venue to be approved, the stadium management has to ensure that all necessary facilities are in place and in excellent condition.

The fire-fighting facilities and the fire precautions must be approved by the local authorities and the first aid rooms properly equipped in consultation with the local health authorities (FIFA, 2007).

All directional signs should be presented in internationally understandable language as many visitors may not be familiar with the local language. In case of emergency, the signs will have a vital role for a safe evacuation.

The venue must have an efficient ticketing and electronic access system, with real time data recording and the entry capacity should be at least 650 spectators per hour

per gate or turnstile (Football Licensing Authority, 2008). According to the Green Guide, each venue should calculate the capacities in order to find the final capacity of each stand and the venue.

The common factors that have to be calculated in order to determine the final capacity are:

- **The entry capacity** - The number of spectators who can enter within a period of one hour
- **The holding capacity** - The number of spectators that can be safely accommodated in each section
- **The exit capacity**- The number of spectators that can safely exit the venue under normal conditions
- **The emergency evacuation capacity** - The number of spectators that can safely exit the venue under evacuation conditions

Having established all the above figures, the final capacity will be determined by whichever is the lowest figure (Football Licensing Authority, 2008).

CCTV is a useful tool in safety management. The safety officer gets useful information regarding crowd movements and monitors the venue. The system is controlled from the control room (UEFA, 2006). The control room must have an overall view of the inside and outside of the venue and must be equipped with a public address system and surveillance screens.

2.9. Beliefs and arguments

Many countries use the banning order measure to minimise hooliganism and inappropriate behaviour and disorder. UK Government, for example, introduced football banning order (FBO) in their Act, which allowed the UK courts to control the freedom of movement of football related convicted fans. This measure brought a decrease in the number of disorder incidents (Stott and Pearson, 2006).

Although Europe adopted many strategies regarding hooliganism formulated by the UK government, the European Parliament is still concerned about the restrictions on

the free movement of football supporters (Frosdick and Marsh 2005) pointing out that it serves no useful purpose and it is against the Human Rights Act.

According to Frosdick and Chalmers (2005), the police should adopt the 'friendly but firm' style. They have to be friendly to the spectators, but at the same time firm and ready to act and react. Stott and Pearson (2006) contend that by adopting a low profile, police presence is more likely to prevent disorderly behaviour rather than deploying highly visible police presence.

There is a belief in many European countries that the prevention of football hooliganism requires structured and institutionalised efforts through fan projects. Germany recently made an attempt to prevent football hooliganism by improving the relations between fans, clubs and police. In the Netherlands, projects aim to improve the relations between clubs and fans and help convicted hooligans.

According to Spaaij (2000), evidence shows that certain projects have improved the relationship between hooligans, clubs and the police, and have prevented fans from violence actions.

2.10. Conclusion

It is well evidenced that in order to have an efficient safety management at a football event, you need to have a strong legal framework, sufficient services and safety procedures, trained police, safety officers and stewards, combined with an integrated command and control structure and clear segregation of duties and responsibilities.

2.11. Summary of the chapter

This chapter analysed the academic literature pertinent to the research questions, presenting background information and various beliefs relevant to the topic. In the next chapter, the research methodology will be presented.

Chapter THREE-Research Methodology

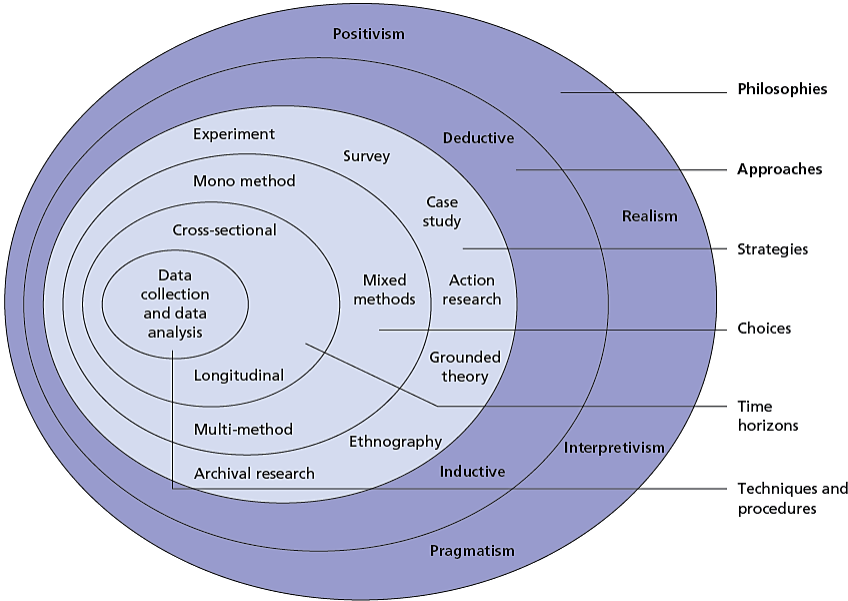
3.1. Introduction

The previous chapter reflected on relevant literature and publications regarding safety management in football events at football grounds. The purpose of this chapter is to justify the research methodology, the research design and the development, to obtain information regarding the research questions.

3.2. Research philosophy

According to Saunders et al (2012), the whole philosophy of research is to gain knowledge in a particular field. They characterise research as an “onion”, with data collection and analysis being the “heart of it”.

Figure 4: The research “onion”



(Adopted from Saunders et al., 2012)

The most important part of the research is the way it is designed, but it is also very crucial to clarify and identify the philosophy and the research approach as well. A research philosophy contains assumptions regarding the way the researcher sees the world and these assumptions support the strategy and the methods. Most of the times, the researcher adopts the research philosophy according to his concerns and his understanding regarding knowledge development (Saunders et al, 2012). They

believe in four research philosophies, pragmatism, realism, positivism and interpretivism.

Table 2: Comparison of four research philosophies

	Positivism	Realism	Interpretivism	Pragmatism
Ontology: <i>the researcher's view of the nature of reality or being</i>	External, objective and independent of social actors	Is objective. Exists independently of human thoughts and beliefs or knowledge of their existence (realist), but is interpreted through social conditioning (critical realist)	Socially constructed, subjective, may change, multiple	External, multiple, view chosen to best enable answering of research question
Epistemology: <i>the researcher's view regarding what constitutes acceptable knowledge</i>	Only observable phenomena can provide credible data, facts. Focus on causality and law like generalisations, reducing phenomena to simplest elements	Observable phenomena provide credible data, facts. Insufficient data means inaccuracies in sensations (direct realism). Alternatively, phenomena create sensations which are open to misinterpretation (critical realism). Focus on explaining within a context or contexts	Subjective meanings and social phenomena. Focus upon the details of situation, a reality behind these details, subjective meanings motivating actions	Either or both observable phenomena and subjective meanings can provide acceptable knowledge dependent upon the research question. Focus on practical applied research, integrating different perspectives to help interpret the data
Axiology: <i>the researcher's view of the role of values in research</i>	Research is undertaken in a value-free way, the researcher is independent of the data and maintains an objective stance	Research is value laden; the researcher is biased by world views, cultural experiences and upbringing. These will impact on the research	Research is value bound, the researcher is part of what is being researched, cannot be separated and so will be subjective	Values play a large role in interpreting results, the researcher adopting both objective and subjective points of view

(Adopted from Saunders et al., 2012)

Pragmatism

Pragmatism stresses that the most important part of the research is the research question and each individual could be more or less adequate to answer it. It focuses on practical research integrating various perspectives to help with data interpretation. The researcher adopts both objective and subjective points and ethical and realistic values have a vital role in the research (Saunders et al, 2012).

Realism

Realism relates to scientific enquiry. The researcher is biased by different cultural experiences that have an impact on the research. Reality is independent, regarding what the researcher believes, but it is critically and realistically interpreted through social conditioning (Saunders et al, 2012). Both quantitative and qualitative methods can be applied, depending on the subject.

Positivism

Positivism is a structured method that combines a logic deduction together with empirical observation on people's behaviour. It is based on the fact that the truth exists and the researcher seeks to understand it and verify it. According to Saunders et al (2012), the researcher seeks to develop a hypothesis and collect data using an existing theory. This hypothesis will be tested and either confirmed or refuted and lead to further research.

Interpretivism

Interpretivism is the opposite of positivism. It is based on the importance of analysing how individuals act and it can be achieved through other methods than the positivist approach (Saunders et al (2012)).

The methodology applies the use of a qualitative method with unstructured interviews, small samples investigations and participant observation. This philosophy is appropriate for fields that observe organisational behaviour, such as marketing, human resources, etc.

There are three ways to define these philosophies: ontology, epistemology and axiology and each one of them shows important differences which influence the way the researcher thinks about the process.

Ontology

Saunders et al (2012) state that ontology is "*concerned with nature of reality*" that raises questions regarding the researcher's assumptions about how things operate. There are two aspects of ontology, objectivism and subjectivism.

Objectivism characterises the position that social substances occurring reality outside to social performing actors, while subjectivism shows that social phenomena are made from the perceptions and continuous actions of those social actors.

Epistemology

Epistemology “*concerns what constitutes acceptable knowledge in a field of study*” (Saunders et al, 2012). Researchers implement the positivist philosophy to develop knowledge and the interpretivism philosophy to adopt feelings.

Axiology

Axiology is a “*branch of philosophy that studies judgements about value*” (Saunders et al, 2012). The researcher’s values and ethics play a vital role in the whole process which gives credibility to research.

3.3. Research design

A research design provides the means to collect and analyse the data and it involves the structure, the strategy and the plan (Bryman & Bell, 2011). The research design will identify the problem, gain information and data and finally test them and analyse them. In order to meet this research objective and answer the questions, the researcher used a mixed method approach to collect both primary and secondary data, eliminating any limitations as much as possible.

3.4. Research methodology

The research method suggests a plan about how the research question will be answered (Saunders et al, 2012). There are two types of research methods for gathering knowledge and data, the qualitative and the quantitative.

This research used the positivism and the pragmatic approaches as they seemed the best approach in connection with the study scope and the researcher’s experience in the related field.

This offered the researcher the freedom to use any method or technique related to either quantitative or qualitative, or both. An integrated research approach was used,

as it provided a variety of data sources and multiple methods to study the problem. The researcher used the following methods and collection techniques.

Table 3: Quantitative and qualitative approach methods

Type of research	Focus	Research philosophy	Research methods	Data analysis
Qualitative	On words	Positivism Realism Interpretivism Pragmatism	Interviews Recordings Observation Documentaries	Inductive approach
Quantitative	On numbers	Positivism Realism Pragmatism	Questionnaire Statistics	Deductive approach

Qualitative method

Qualitative research is the approach that focuses on words instead of numbers and helps us understand human meanings of social life. Usually qualitative method involves an inductive approach on data analysis. The researcher examines people's knowledge and experience by using different methods such as interviews, group discussions, observation, biographies, etc. (Merriam and Merriam, 2009).

The benefit of this approach is that the researcher has the opportunity to identify meanings from the perspective of the participants, as they give their own opinion about the study subject. It is very important for the researcher to familiarise himself with the approach methods before conducting the research, in order to avoid possible risks (Hennink et al, 2011).

Quantitative method

Quantitative approach emphasises on numeric data collection with the use of questionnaires. This method involves deductive data analysis, with graphs and statistics (Kumar, 2008). The benefit of this approach is that the data is collected with anonymity, the procedure is not expensive and it minimises bias in case of sensitive and personal questions.

On the other hand, it is quite difficult and time consuming to prepare questionnaires, defining different categories such as age, sex, territories etc. in order to target the population and give meaning to the collected data.

Documentary research method

There is a variety of documents, ranging from public to private documents that can be used to gather information. Public documents include government publications (Acts, reports, statistics, newspapers, inquiries etc.). Other documentary sources include reports or guides published by professional institutions or organisations (Taylor et al, 2006).

Usually documents are not created for a specific reason and they may lack credibility (Payne and Payne, 2004). When using documents, the researcher must ensure that they are authentic, credible and representative, therefore, it is crucial to look for valid and accurate documents. On the other hand, finding public documents could be easy offering a large variety of different information.

For this research, information and data were collected from publications, reports and the various FIFA and UEFA safety and security manuals. The Law was acquired by the Cyprus Bar Association. Football grounds safety procedures, safety manuals and evacuation plans were collected from GSP Stadium during the site visit. Football disorder incidents, banning order numbers and arrests were collected through NFIP and football attendance from Cyprus Football Association.

Interview research method

An interview is the conversation conducted between two people, the interviewer and the interviewee and the purpose is to obtain information and understand issues relevant to the research project (Gillham, 2000).

The advantage of this method is that the researcher can gain information fast and without cost and has the opportunity to clarify the information with additional questions to the interviewee. On the other hand, the interviewee might be unwilling to

respond to some questions, resulting in sensitive or personal questions remaining unanswered.

For this research, various semi-structured interviews were addressed to people who were willing to discuss the research topic in detail, giving all necessary information and background, regarding the current legal framework, the duties and responsibilities, the UEFA safety regulations and the way football grounds operate in order to satisfy the legal safety standards.

The interviews layout varied according to the position, duties and responsibilities of each person interviewed and were carried out in two target groups. The selection of the first target group was realised among people who were either involved in the preparation of the legislation or they are now the main stakeholders for implementing the Act. The interviews (Appendix 3) were addressed to:

- Ionas Nicolaou, Minister of Justice and Public Order of the Republic of Cyprus.
- Michalis Herodotou, Head of Cyprus NFIP (National Football Information Point) and Member of Cyprus Stewarding Commission.
- Dr Costas Solomou, Member of Cyprus Stadium Licensing Authority Committee and member of Cyprus Stewarding Commission.
- Stavros Stavrou, Cyprus Football Association Safety Officer and member of Cyprus Stewarding Commission.
- Phivos Constantinides, GSP Stadium manager and stadium safety officer, Member of Cyprus Stewarding Commission and Board member of European Stadium & Safety Management Association.

The second target group included people who were involved on behalf of UEFA in the training program of Stewards and Safety Officers in Cyprus since 2012 and observed the implementation of the safety system in football grounds in Cyprus. The interviews (Appendix 4) were addressed to:

- Kenny Scott, UEFA's safety and security expert.
- Dr Steve Frosdick, UEFA's consultant, scholar and independent expert on safety and security at sports grounds.

Questionnaire research method

A questionnaire is a number of questions in a simple format, aiming at acquiring information and collecting data. The researcher aims to record people's view about a specific subject. Questionnaires can either be postal, online, by telephone or face to face. According to Gratton and Jones (2010), the questionnaire research method is probably the most common method used in sport-related research.

The advantage of using the questionnaire research method is that the researcher can collect information at a much lower cost than the interview method, mainly if it is by post or online. With a well-designed questionnaire, the risk of getting biased results is quite low, mainly due to the fact that sensitive information is provided through anonymity.

Using questionnaire research can have some drawbacks. For instance, the researcher has no control over who completes the questionnaire and this might force to wrong data collection. If the questionnaire is not well-designed, it could lead to biased information. The information collected is standard as the researcher does not have the luxury to ask further justification on the answers. Finally, the response could be poor in cases where the researcher chooses to have a postal or an online questionnaire (Gratton and Jones, 2010).

For this research, two self-assessed, face-to-face anonymous questionnaires were conducted with randomly selected supporters during two local football games. The questionnaire (Appendix 5) was designed with closed-ended questions, covering various aspects on safety management according to the Act. The survey took place during two different European games at a football ground and 200 fans were asked to participate each time. Almost 400 fans of the two biggest clubs in Cyprus participated in the survey.

Observational research method

Primary data can be collected by observing the behaviour of the targeted people, recording the various incidents and situations and understanding the procedures, without influencing the research (Mc Burney and White, 2010).

The benefit of using this method lies on the fact that it is inexpensive, it gives information that usually people would be unwilling to give by themselves and the researcher has the opportunity to understand exactly how people behave in their environment. The weaknesses of this research are that the researcher must spend many hours observing and if he is not familiar with the subject it will be difficult to specify specific behaviours (Kumar, 2005).

The researcher selected one high-risk and one low-risk game and conducted an observation research at a football ground, where he monitored the behaviour of the fans and recorded the safety procedures and response to various incidents.

3.5. Research approach and data analysis

The quantitative data collected through the above methods were in raw form and therefore, they needed to be processed and transformed into useful information. Various analysis techniques include graphs and charts that help us present and explain the findings in a more understanding way, showing trends and relationships (Saunders et al, 2012).

To make qualitative data useful, the researcher must understand the meaning of the information collected. Deductive and inductive approaches allow the researcher to analyse and develop the data into theory (Saunders et al, 2012).

Deductive approach

According to Wilson (2010), in the deductive approach, the researcher formulates a hypothesis according to existing theory and designs his strategy in order to test this hypothesis.

Figure 5: The deductive research approach



There are five stages to modify the theory: deduce the hypothesis, express the hypothesis in operational terms, test the hypothesis, examine the inquiry outcome and modify the theory in necessary (Robson, 2002).

Inductive approach

In the inductive approach, the researcher collects relevant data and information regarding the topic and then analyses them and looks for patterns that can be developed into theory (Hayes, 2000).

Figure 6: The inductive research approach



The inductive approach takes longer and needs more resources than the deductive approach and it has a higher risk of getting fruitless data. The deduction approach is easier, faster and inexpensive since it has to test a hypothesis rather than collect data and develop a theory (Gratton and Jones, 2010).

Since the researcher is experienced and familiar with the research question, this research applied a combination of both inductive and deductive approaches in order to analyse qualitative and quantitative information respectively. The research examined an inquiry based on an existing theory, tested the hypothesis and finally confirmed the theory. Some other aspects of the research were observed in order to collect information and help the author develop a theory related to the research question.

3.6. Method justification

The various documents and publications were used to gather useful information and gain the necessary knowledge in order to understand the theory of football violence and crowd behaviour and specify whether past football disasters helped in the development of football safety management.

The interview method was chosen in order to give the opportunity to the researcher to identify the main aspects of the Act and understand the different steps of the implementation procedure. It was very crucial to collect data from people that were involved in the procedure from the beginning, so as to be able to address sensitive questions and gain accurate information.

The questionnaire research method provided the researcher with useful information regarding what supporters believe and whether the Act provides an efficient and safe environment. This method provided real time evidence to the research and people answered sensitive questions regarding football violence more easily since the questionnaires were anonymous. The questionnaires were an inexpensive method and gave fast results.

With the observational research the researcher had the opportunity to specify and record various behaviours in a real environment. Football violence is something that needs to be recorded in all its stages and the only way to do this was through observation in its own environment.

The researcher was able to identify and understand what triggers the fans into disorder actions and at the same time, he monitored the safety procedures of a football ground in order to stop such behaviours. During real incidents, safety management was evaluated and gave useful information to the researcher.

3.7. Research limitations

The researcher knew that each method has various limitations and thus, structured each procedure in a way that minimised the risks and ensured that the collected data gave a true and fair picture in order to answer the research question in an effective and efficient way.

Concerning the documentation research, the information collected seems to be very accurate with almost no limitations regarding the scope of this research. The documents were mainly safety guides published by the highest football governing bodies (FIFA and UEFA). Football grounds currently use these publications as safety manuals for football events.

The researcher was aware that personal beliefs often affect the interview results, and therefore, the selection of people in both groups was made according to their involvement in the implementation of the Act. This gave the opportunity to the interviewees to give answers and information to questions related to what they have posted in the various committees during the legislation discussion at the House of Representatives or according to their actual duties and responsibilities in safety management today. This minimised the limitation risks regarding possible unwillingness from the interviewees to answer sensitive or personal questions.

The questionnaire was prepared using a simple format with short questions so as to have a minimum response time. This could have worked as a limitation due to the fact that the researcher did not have the opportunity to ask for further questions to justify the answers. The researcher randomly selected the fans that participated in the survey and tried to have a variety of fans from different groups (age, sex, club etc.). The results were analysed between two different fan categories, the ultra-fans and the non ultra-fans. This gave more value to the research and minimised the risk of wrong and inaccurate data.

A combination of different methodologies can strengthen the research and in situations where qualitative and quantitative research methods are blended, the outcome could maximise the strength of both methods. (Jones, 2014).

The observational research method did not have any limitations as the researcher is familiar with the subject and could easily specify the behaviours that needed to be recorded.

3.8. Summary of the chapter

This chapter discussed the research methodology used to collect the information needed to answer the questions. The findings of the primary research will be presented in the next chapter.

Chapter FOUR- Results, Analysis & Discussion

4.1. Introduction

In the previous chapter, the researcher outlined the research methodology and development for collecting data and information in an attempt to investigate the research question. In this chapter, the results will be presented together with the research limitations.

4.2. Results

The researcher conducted the interviews and collected useful information regarding the research questions. The interviewees underlined the main elements of football safety in combination with the Act and they focused on providing simple guidance on the procedures they follow in order to have efficient safety.

The on the Prevention and Suppression of Violence at Sports Grounds Act

During the preparation of the legislation (Republic of Cyprus, 2008), the team involved on behalf of the Ministry of Justice and Public Order studied in depth the UK Football (Disorder) Act 2000, the final report for the Hillsborough stadium disaster and the UK Green Guide, in an attempt to gain useful information about how the UK solved their disorder problems. Although the Act was originally based on the UK Law, it seemed that some key elements were missing. After an in-depth study, the Ministry decided to amend the Act and add 13 new articles, strengthening the preventing measures in order to stop anonymity and suppress hooliganism.

Today, the Act contains 77 articles divided into five sections:

- **Section one** (articles 1-2): Interpretative provisions
- **Section two** (articles 3-47): Prevention of violence or disorder measures
- **Section three** (articles 48-52): International police cooperation manual - NFIP
- **Section four** (articles 53-73): Suppression of violence and disorder measures
- **Section five** (articles 74-77): Miscellaneous provisions

The suppression section contains a series of articles with severe penalties for those convicted of violence in sports grounds. The Act also provides the establishment of the Stadium Licensing Authority, the National Football Information Point (NFIP) and the Stewarding Commission.

Duties and responsibilities

The Act defines and segregates the duties and responsibilities of each party involved in a football event (police, football ground owner, safety officer and stewards) in order to obtain and maintain the balance between the three elements of safety management. As mentioned in chapter two, all partners involved in a football match share the same responsibility, to provide safety, service and security to the participants and the spectators (Whalley, 2008).

Police

As Frosdick, and Chalmers (2005) suggest, the police has the responsibility to maintain public order inside and outside the stadium and it is crucial to understand the integrated approach of safety management between the police, the safety officer and the stewards.

Under the current Act, the police have full responsibility for maintaining public order and preventing criminal offenses outside the sporting facility and if needed, to intervene inside the venue. Police presence is to support the venue safety team in its work but not to cover possible organisation failures, since the responsibility for implementing the football ground regulations always lies with the safety officer.

During an emergency or an evacuation procedure, the police officer cooperates directly with the safety officer and together they coordinate the evacuation operations.

The National Football Information Point (NFIP) is the direct communication point with the relevant authorities and it is responsible for enforcing the manual concerning the European Union's recommendations for international police cooperation and measures to prevent and control violence and disturbances in football events.

According to the Act, NFIP is responsible to exchange with other European NFIP's, prior to every European game, the following data:

- **Strategic data:** data about the football match, with particular reference to the risks that the game might present regarding safety and security.
- **Operational data:** information in order to have the full picture of possible disorder actions during the football match.
- **Tactical data:** data that allows safety and security managers to act in an appropriate manner to maintain public order and safety.

The NFIP must also exchange personal data such as lists of supporters with banning orders and high-risk supporters for whom there is reasonable ground that they may constitute a danger to public order. They coordinate and facilitate the exchange of relevant information between the other police services or law authorities and services which contribute to public order and safety. In addition, they provide assistance to the relevant bodies, associations, clubs, groups, or agencies in Cyprus, prior to international football matches.

The local NFIP communicates with other NFIP's, so as to ensure the confidentiality of the exchanged data. If the data are not personal, the information exchanged is archived. In the case of a football match hosted in the Republic of Cyprus, the NFIP immediately after the football match, must delete any information received and contains personal data concerning foreign fans. In the case of a football match hosted in another Member State, the NFIP must request the deletion of information submitted concerning home fans personal data.

Football ground owner and grounds infrastructure

The Act enforces some major responsibilities for the football stadium owners. They are obliged to issue an annual safety certificate and submit all necessary information and certificates to the Stadium Licensing Authority (SLA). The SLA requires information regarding the capacities of the venue, the evacuation procedures, the ground regulations, the infrastructure conditions and certificates from the fire brigade,

the municipality and other authorities. If the documents are according to what the SLA requires, the certificate is issued.

With this certificate, the SLA attests to the appropriateness of the building and its facilities, the capacities (entry, exit, holding and emergency), the provisions for persons with disabilities, the existence of adequate entry and exit gates, the existence of warning signs, CCTV, electronic access system etc.

Table 4: Football stadium capacities

Stadium	City	Capacity	Category	Clubs home ground
GSP Stadium	Nicosia	22829	A	APOEL FC and AC Omonia
Papadopoulos Stadium	Larnaca	9391	B	Anorthosis FC and Aris Limassol FC
Tsirion Stadium	Limassol	13331	B	AEL Limassol and Apollon Limassol
GSZ Stadium	Larnaca	13032	B	AEK Larnaca FC
Makarios Stadium	Nicosia	16000	C	Doxa Katokopia FC
Ammochostos Stadium	Larnaca	5500	C	Nea Salamis and Ermis Aradippou
Pafiako Stadium	Paphos	9394	C	Pafos FC
Tasos Markou Stadium	Paralimni	5800	C	ENP Paralimni and Ayia Napa
Dasaki Stadium	Achna	7000	C	Ethnicos Achnas FC

Source: Stadium Licensing Authority

The owner must have a valid liability insurance coverage with respect to risks of personal injury of spectators and accredited persons within the venue, which may result from negligence or omissions of the safety officer.

According to the Act, prior to the game, the owner has to take all necessary measures to ensure that the public does not have access to any building materials or dangerous objects inside and outside the ground. Both, owner and safety officer have to segregate the fans of the competing clubs in accordance to the instructions of the Police and take all necessary measures for the fans not to enter the pitch. Along with the safety officer must, the owner must take all necessary measures to protect athletes and referees.

The owner has to establish in collaboration with the safety officer a contact point for finding children or minors and provide appropriate and adequate medical assistance, first aid and fire safety. The ground procedures must ensure that no alcohol and dangerous objects are sold at the stadium.

The stadium must be all seated with an electronic ticketing and access system in place and the owner must install and operate a CCTV system with an electronic face recognition system and a central audiovisual alarm system. Clearly visible and legible warning signs for the convenience of the public must also be in place. All these play an important role in crowd management.

Table 5: Football stadium facilities

	GSP Stadium	Papadopoulos Stadium	Tsirion Stadium	GSZ Stadium	Makarios Stadium	Ammochoostos Stadium	Pafiako Stadium	Tasos Markou Stadium	Dasaki Stadium
All seated stadium	✓	✓	✓	✓			✓	✓	✓
Electronic ticketing system	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electronic access control system	✓	✓							
CCTV System	✓	✓	✓	✓	✓	✓	✓	✓	✓
Electronic face recognition system	✓								
Public Address system	✓	✓	✓	✓	✓	✓	✓	✓	✓
Warning signs and direction boards	✓	✓	✓	✓	✓	✓	✓	✓	✓
Adequate number of exit gates	✓	✓	✓	✓	✓	✓	✓	✓	
Medical and Fire brigade services	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fans segregation	✓	✓	✓	✓	✓	✓	✓	✓	✓
Provision for persons with disabilities	✓	✓	✓	✓					

Source: Stadium Licensing Authority

The owner has the responsibility to take part in the Crisis Management Team in cases that this team meets for the adoption of appropriate measures during an event.

Venue Safety Officer

According to the Act, every venue owner must assign a trained safety officer who will be in charge for the safety of the spectators. As noted in Chapter two, the safety officer commands an organisational structure and chain command for operations and stewarding and he is responsible to recruit suitable and trained stewards to supervise and provide safety and service to the spectators.

In January 2015, UEFA together with the Ministry of Justice and Public Order and the Cyprus Football Association, organised a training seminar in Cyprus for Stadium Safety Managers and Police Officers. The training was formed in a unique way to pass over information and procedures about safety management and event policing.

The integrated approach was briefly explained to the 30 participants (police and stadium safety officers) and everyone had the chance to share their experience and knowledge with the UEFA safety and security experts that participated. The 15 participants (on behalf of football grounds owners) are now Certified Safety Officers.

Under the current Act, the safety officer ensures for the provision of necessary safety services before and during a football event. His duties are related to crowd control management. He has the responsibility to supervise the spectators during the event through the presence of a sufficient number of stewards.

Together with the owner he is obliged by law to take all necessary measures to protect athletes and referees, operate a safe segregation plan, to sequester, through body search performed by the stewards, any dangerous objects and establish in collaboration with the football ground owner a contact point for finding children or minors.

The Act empowers the safety officer to deny access to the venue or exclude fans that are wearing or carrying illegal objects and fans that have been denied entry or are obviously intoxicated. He also has the right to deny pitch access to any unauthorized individuals.

The safety officer prepares an evacuation plan and a set of emergency procedures and in case of evacuation, he is in charge to control these procedures and together with his stewards, he guides and assists the spectators to leave the venue safely.

He has the responsibility to take part in the Crisis Management Team in cases that this team meets for the adoption of appropriate measures during the event and if the situation requires so, or when the safety officer submits an official request, the safety management can be placed under the direct instructions of the Police (both inside and outside the venue) until public order is restored. A week after each football game, the safety officer must submit to the Chief of Police a report regarding the effectiveness of the preventive measures taken.

Stewarding

When the Act was first implemented, a Cyprus Stewarding Commission was formed with specific duties and responsibilities, such as to recruit, train and maintain an adequate stewarding system in Cyprus. With the immediate involvement of UEFA (UEFA stadium and security unit), a training programme was prepared and in less than a year, more than 750 licensed stewards started working in football grounds.

Today, the stewards’ registry contains 764 stewards and according to the Act, every safety officer must choose from this registry the quantity required for every event.

Table 6: Licensed stewards in Cyprus

TOTAL	Nicosia	Limassol	Larnaca	Pafos	Famagusta
764	354	179	169	38	24

Source: Cyprus Stewarding Commission

Stewards constitute the main element in providing safety and service to spectators (especially disabled persons and children) who visit the venue. Their duties and responsibilities arise from the Act.

Stewards perform any of the following tasks assigned to them, depending on their training and responsibilities:

- Inspect, monitor and investigate the ground premises.
- Check the tickets before the fans enter the venue.
- Check whether each person who tries to enter the venue has been punished by exclusion or a banning order.
- Monitor the arrival of the spectators at the venue.
- Provide first aid services to any person and whenever necessary.
- Provide fire fighting services whenever necessary.
- Ensure that the spectators find their seats on the stands.
- Maintain free and uninterrupted access to the entrances, exits and corridors of the venue.
- Control and guide the spectators when entering or leaving the venue to achieve a steady flow.
- Supervise the entrances, exits and other strategic points of the venue, including the segregation points and the perimeter.
- Monitor the spectators and acknowledge the conditions of the crowd, so as to be able to ensure the safe dispersal of spectators and prevent overcrowding, especially on the stands.
- Respond to emergencies by taking the necessary immediate action.
- Undertake any other task assigned to them by the safety officer.

The Act allows stewards to search any spectator visiting the venue, hold or arrest spectators they believe could cause problems and even forbid the entrance to anyone that is drunk or acting in a violence way.

While performing their duties, stewards must not carry any dangerous objects, except their equipment provided by the venue. Experience shows that spectators respond better to stewards if they are easily recognised. Therefore, stewards should always wear their steward bib with a unique number and always carry their steward ID.

As mentioned in Chapter two, according to Frosdick, and Chalmers (2005), the appearance of stewards must create a good impression to the spectators. They

should always be smart, clean, polite and helpful. They should never watch the match, always behave properly and concentrate on their duties.

Football safety & security planning

To prepare the best possible safety plan, a series of actions are followed to codify the details and peculiarities of the event and determine the possible risks. These actions determine the number of stewards and police that will operate at the venue.

According to the Act, in order to take the necessary safety measures, a security meeting must take place at least three days prior to the game. Present at this meeting should be the Head of the police operations, the venue safety officer, the clubs safety officers, the Football Association safety officer and any other person considered useful.

The people involved in this meeting discuss the various security and safety matters regarding the game, so as to decide the number of tickets to be issued. They take into consideration the history between the two clubs, the venue's capacity, the segregation of the fans, the access control that exists at the venue etc.

At that point, it is decided whether away fans will be allowed to travel and if agreed so, the different timings and procedures are agreed and recorded. They set the departure and arrival timings and agree the way the fans will travel to the venue in order to provide the necessary safety measures during their journey. As mentioned in Chapter one, for the match organisers an event begins at the time the event is set until the time the supporters return safe to their home.

After taking all the above into consideration, the number of stewards and police to be deployed is decided, always bearing in mind the number of fans expected at the match, the kick-off time, the riskiness of the game and the condition of the venue facilities. The safety officer considering all the above information prepares a detailed safety plan to accommodate the spectators and provide the required service.

According to the Act, before each game, a Crisis Management Team is formed by the Head of police at the venue, the safety officer, the ground owner, the FA safety officer and one representative from each club. In case of a crisis, this team meets to take immediate actions regarding any disorder incidents.

Fan card implementation

One of the main amendments made in 2014 is the implementation of the National Fan card. The government believes that the implementation of this measure will provide additional means to combat violence at sports venues. The fan card will end anonymity and in case of misbehaviour, the system operator or the police can cancel any card meaning that the fan cannot purchase a ticket for any sporting event.

The fan card system will be centralised and operated by a semi-government sports organisation. According to the Act, any individual visiting a sport venue, must have a valid fan card. Anyone under the age of 14 years old and people with disabilities are excluded.

The registry keeps information such as the name and surname of the card owner, the address, the national ID number and the owner's picture with biometric data. The most important of all, is the biometric picture which will be uploaded on an integrated database with the face recognition system of each venue.

After every disorder incident, the police will have access to the database and those fans involved in the incidents will be immediately arrested. This is exactly how anonymity loses the power it had over the past years. A banning order will be issued until the case is fully investigated and can be submitted to court.

Regarding the fan card itself, the only information shown will be the name and surname of the owner, the fan card ID number and the owners photograph in case of physical check at the venue. The safety officer has the right to request a banning order for those fans that is proven that they misbehaved or acted in a violent way.

The implementation of the fan card in combination with the electronic access system and the ticketing system operated at football venues, gives the police and the safety officers the opportunity to exclude fans that are banned from sporting events. If a fan is banned, the only action that will be needed is to cancel his fan card so that he will not be able to buy tickets.

Today, fans with banning orders are obligated to visit a police station and remain there as long as their team is having an official or a friendly game. This solution creates administrative problems since every week the police have to ensure that all banned fans report to a police station.

Immediately after the government announced this measure, the ultra-fans of every club reacted and all together organised mass demonstrations against the implementation of the fan card. They all together abstained from many football games as a way of manifesting their disapproval.

During the first eight weeks of the First Division football games (2014 - 2015), the ultra-fans boycotted the Championship and refused to buy tickets. It was noted that no disorder incidents were recorded in any of the games. Suddenly, when they changed their decision and came back, things got even worse than they were before they left.

Questionnaire findings

The research adopted a survey research to collect data from spectators of different group types. The findings are based on two surveys with 384 participants from two different target groups (Appendix 5).

Total: Male: **195** | Female: **189**

Ages: <18: **66** 18-30: **108** 30-50: **113** >50: **97**

The groups were formed from fans from the two big clubs in Cyprus. These Clubs represent the finest example of politicisation of football and this adds value to the

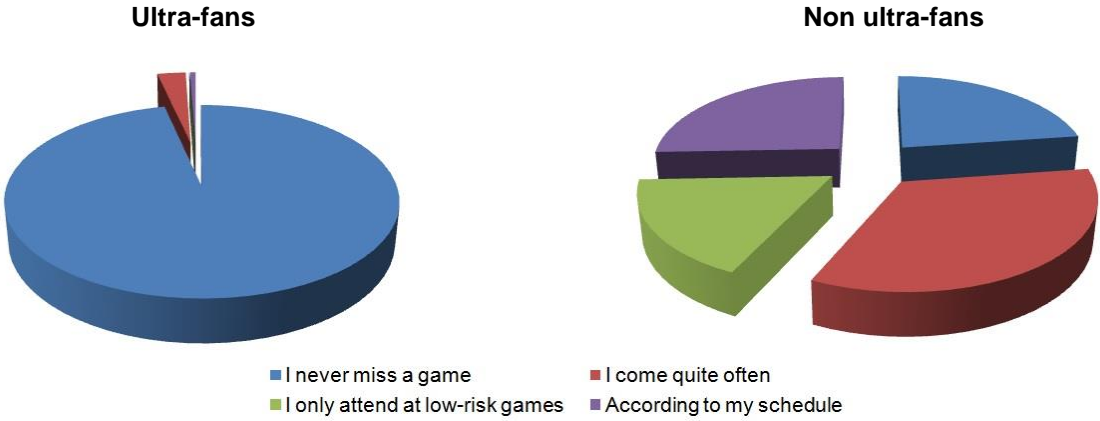
survey, as it gathers information from fans belonging to the two opposite political wings, the right wing and the left wing.

The researcher managed to keep a balance between the two clubs, male and female participants and between the different groups of ages. The researcher analysed the results in two categories:

- Ultra-fans with **173** participants and
- Non ultra-fans with **211** participants.

The survey was conducted in order to understand and clarify whether the spectators have the same beliefs and what these beliefs are regarding the Act, the safety procedures and the capstone of safety management according to the government, the fan card implementation. The questions were formed in such a way in order to have a sequence of answers.

Chart 1: How often to you travel to the stadium to watch a football game?



	Ultra-fans	Non ultra-fans
I never miss a game	96%	23%
I come quite often	3%	34%
I only attend at low-risk games	-	17%
According to my schedule	1%	26%

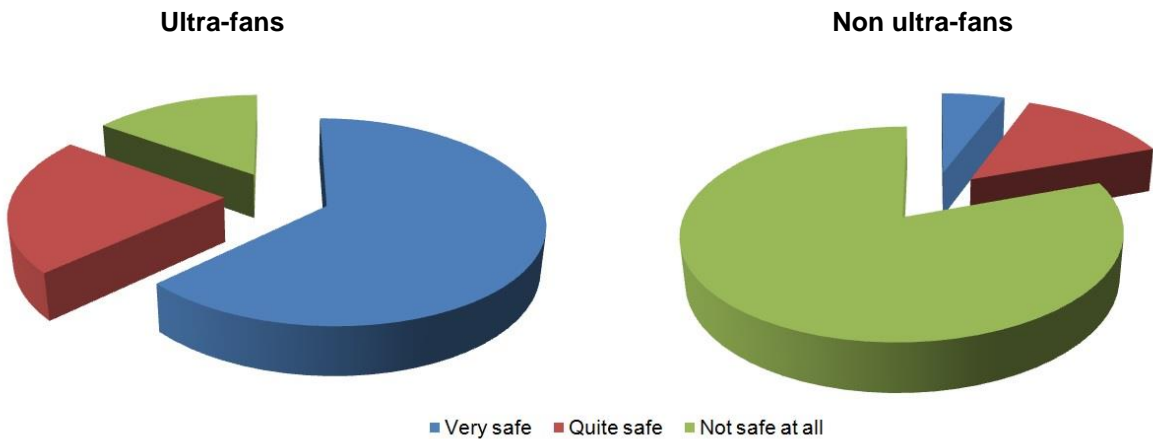
Graph 1 shows how often fans travel to the stadium to watch a football game. The graph indicates that ultra-fans are very loyal as 96% of them never miss a game,

while on the other hand, non ultra-fans are equally spread, with only 23% of them stating that they never miss a match, justifying that football is not their main priority.

There is a quite average number of non ultra- fans (17%) that attend only low-risk games indicating that disorder incidents have an impact on non-ultra-fans.

Ultra-fans do not believe that low and high-risk games exist, as no one used this option as a possible answer, indicating that their actions and behaviour are the main factors in categorising the games into high or low-risk.

Chart 2: How safe are football grounds today?



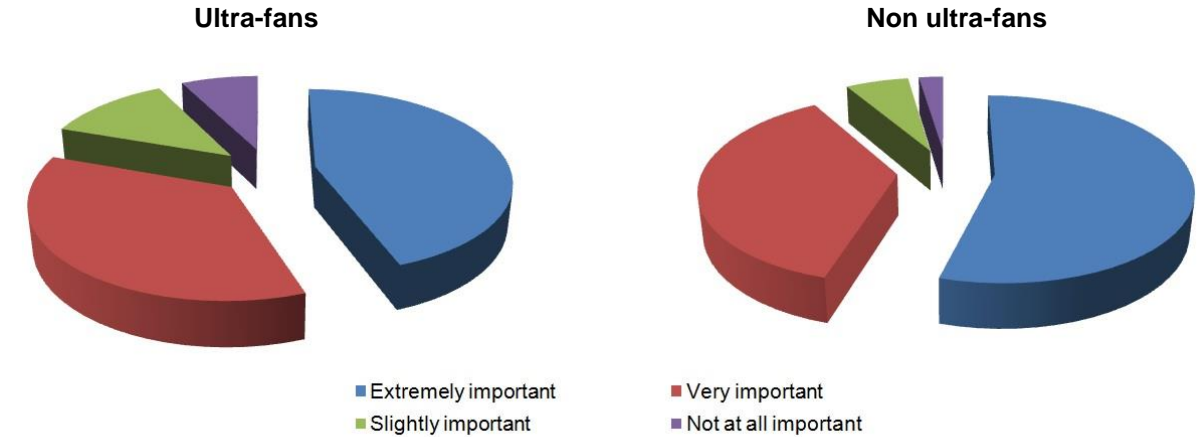
	Ultra-fans	Non ultra-fans
Very safe	63%	6%
Quite safe	22%	14%
Not safe at all	15%	80%

Graph 2 explains what fans believe about football grounds safety. The majority of non-ultra fans believe that football grounds are not safe, while only 6% believe that they attend football games within a safe environment.

Ultra fans consider football grounds safe and only 15% believe that safety is questioned. It is also indicated that ultra-fans do not consider that their actions have an impact on safety or at least they do not want to admit it. It is obvious that there is a great differentiation between ultra-fans and non-ultra fans on this issue.

The figures are quite normal and show the true picture of the problem, but the high percentage of what ultra-fans believe is very alarming.

Chart 3: How important is the Stewarding system in football grounds?



	Ultra-fans	Non ultra-fans
Extremely important	44%	55%
Very important	36%	37%
Slightly important	12%	6%
Not at all important	8%	2%

Graph 3 specifies the importance of the implementation of the stewarding system in football grounds. As previously mentioned, stewards are the front line of safety and service, and spectators have a direct connection with them during football games.

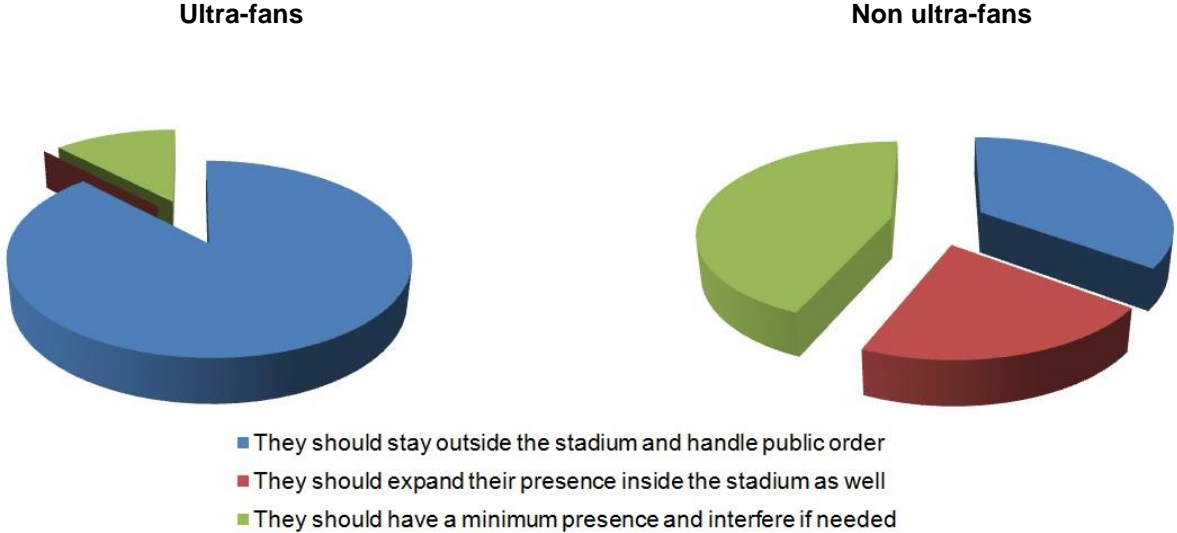
The above figures suggest that stewards enjoy a huge appreciation by the great majority of fans, either ultras or non-ultras. It is quite interesting that 80% of ultra-fans believe that stewarding is an important institution.

Non ultra-fans (92%) also believe that stewards are very important in football grounds. Considering that their duties and responsibilities concern safety and service, it is clear that things can eventually improve.

It would be very concerning if the percentages were the other way around. With an almost minimum percentage (8%), safety officers can feel confident that their stewards can operate without being threatened by ultra-fans. Although ultra-fans

might not comply with some safety procedures and regulations, it is proven that they will not go against the front line “soldiers”. Stewards, on the other hand, feeling safe, can exercise their duties efficiently and effectively.

Chart 4: How would you describe the police presence at football grounds today?



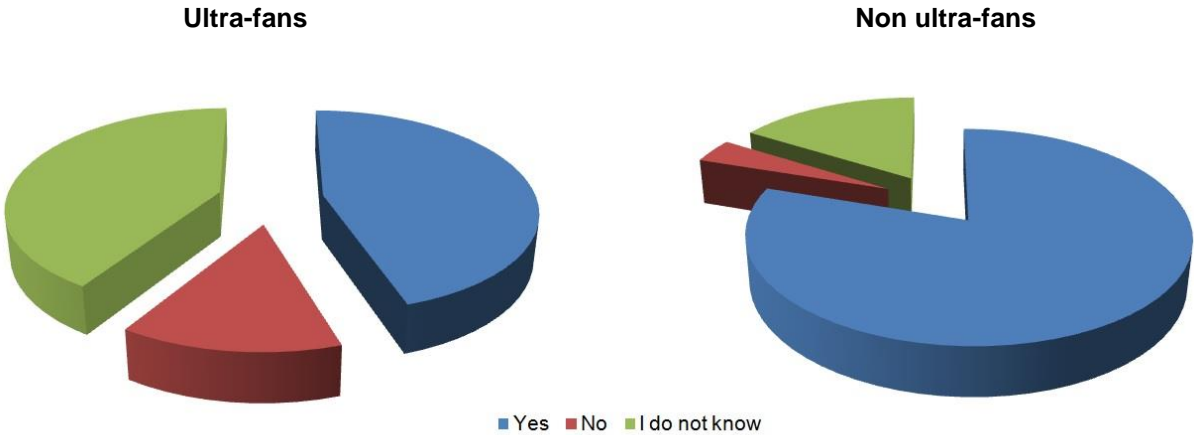
Graph 4 describes what fans believe regarding the police presence at football grounds. Police presence is always a great issue not only in football games, but in every aspect of social life as well. It is obvious that ultra-fans dispute their presence and their existence. Almost 90% of ultra-fans state that police should stay outside the stadium and handle public order, but it is definite that if there was a more “distant” option, they would have selected it. It is obvious that they dislike the police presence inside the stadium.

Non ultra-fans, on the other hand, are more logical and they believe that police has a specific role in safety management. Police should have a minimum presence and interfere if needed, but also handle public order outside the stadium, while 21% move one step forward, stating that they should expand their presence inside the stadium

as well. Reality proves that police and ultra-fans cannot co-exist. Although police is forced by law to provide public order, it seems that it is not easy.

As already mentioned in chapter two and according to Frosdick and Chalmers (2005), the police should adopt the ‘friendly but firm’ style. They have to be friendly to the spectators, but at the same time firm and ready to act and react.

Chart 5: Can the new Act provide the means for efficient safety in football grounds?



	Ultra-fans	Non ultra-fans
Yes	45%	80%
No	14%	4%
I do not know	41%	16%

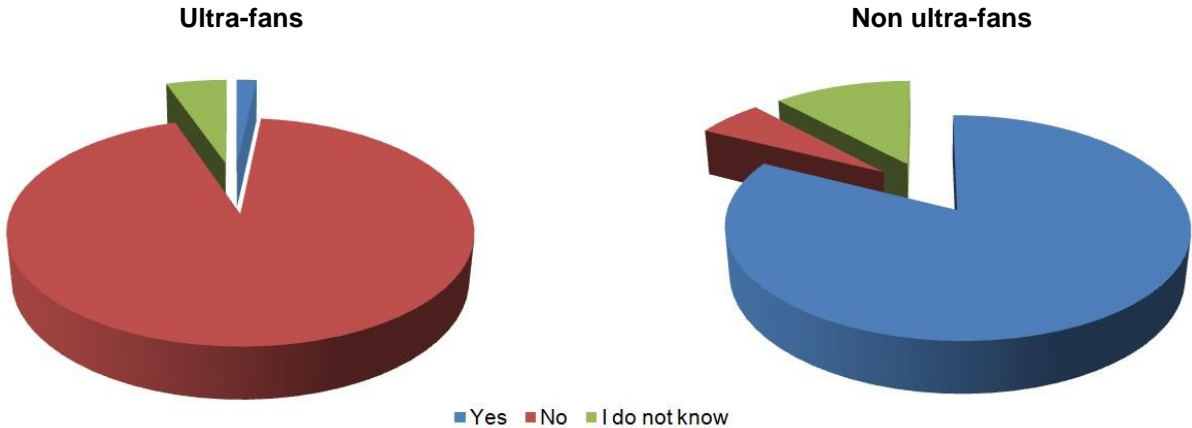
Graph 5 answers the research’s question. It is mandatory for the researcher to understand and include in this report, the opinion of the fans. After all, fans are the basic component of this research and the reason for the safety management existence.

The above figures provide very interesting information. Despite the fact that it should seem normal that ultra-fans would be against the Act, 45 % of them state that the Act can provide the means for efficient safety, while another 41% stated they do not know. Only 14% believe that the Act cannot provide efficient safety.

Non ultra-fans overwhelmingly support the Act and they strongly believe that a safe environment can be ensured if the Act is fully implemented.

With such high percentages from both target groups, it seems that the majority of spectators really believe that the Act can convert football grounds into a safe environment.

Chart 6: Do you believe that the fan card will help solving the violence problem?



	Ultra-fans	Non ultra-fans
Yes	2%	82%
No	93%	6%
I do not know	5%	12%

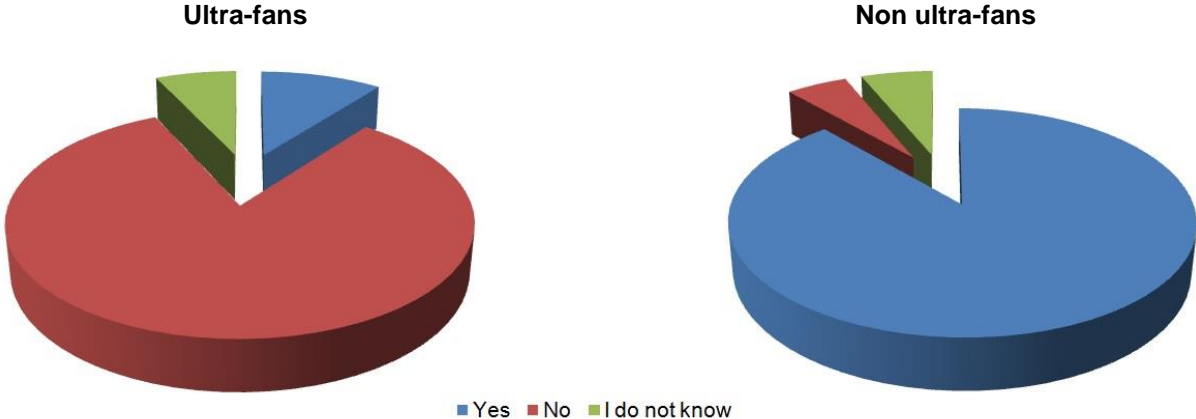
Graph 6 indicates whether fans believe that the fan card implementation will help in solving the violence problem. As already mentioned, ever since the government introduced this measure, the ultra-fans reacted with unique actions. All ultra-fans united together against the fan card in such a way that everyone argued that since they can cooperate for such a matter, why they do not do the same in football grounds and change their behaviour when their teams play against each other.

As expected, ultra-fans are against the fan card implementation, with almost 100% of them believing that it will not actually solve the problem. If we consider that the reason the government adopts this measure is to end anonymity among the ultra-fans, this is an anticipated reaction.

Non-ultra fans are in favour of the fan card implementation with 82% stating that it will help solving the problem. This shows that they believe that this measure can

really help improving the ground safety and allow them to feel safe and enjoy the spectacle.

Chart 7: Are you going to issue a fan card when implemented?



	Ultra-fans	Non ultra-fans
Yes	10%	89%
No	83%	5%
I do not know	7%	6%

Graph 7 concludes the research question, establishing the percentage of spectators who are willing to issue a fan card, when this measure is implemented in February 2016. Ultra-fans do not appear in favour of issuing a fan card and 83% of them stated that they will not issue the card. This is quite equivalent with the previous question and seems that they are totally against this measure.

Although ultra-fans are more loyal than non-ultra-fans and according to the first question they never miss a game, they are now willing not to attend at all because of the fan card implementation. Non-ultra-fans, on the other hand, believe the quite opposite and 89% of them stated that they will issue a fan card.

Observational research

The observation research was applied for the final step of this research. The research was conducted during two different European games (Appendix 6). These games were selected according to their risk gradation and procedures extent. European games are usually stricter on safety measures and fans act differently.

Overall, in both games the basic safety measures were the same. Two hours prior to the match the security officer had a briefing with his stewards, during which he passed over all the details regarding the match safety. Specific instructions were given to stewards on the ultra-fans stand regarding the body search and the banners. As the researcher was informed this happened because the safety officer had information that ultra-fans would carry banners with political messages. The orders were that stewards should collect the banners before the fans entered the stands.

At both games the researcher noticed that there was anarchy on both ultra-fans stands. The stewards did not have any control in that part of the stadium and there was a noticeable difference with the other stands. On the ultra-fans stand, the fans were standing and dancing on the chairs. When the safety officer was asked “How is this behaviour treated”, he replied that “yet there is nothing anyone can do about this. There is anarchy on that stand but in time, when technology and the fan card will be implemented, this situation will slowly start to get better. This is something that cannot change from one day to another”.

Although the safety officer warned the stewards about the possibility that ultra-fans could bring forbidden banners, some of these banners appeared on the stands, as the stewards were unable to collect them at the gates. All the banner incidents were recorded by the CCTV system and the information was given to the police for further actions.

On the non-ultra stands, the situation was very good. The fans were sitting on the chairs, the atmosphere was looking safe and stewards could easily assist people without any serious problems. The researcher visited the section where people with disabilities are located and noticed that the conditions and service were excellent.

The stewards were friendly and helpful to the fans. They had full control of the situation and looked very professional. Body search was made by stewards only at the ultra-fans stands. The fans cooperated and no incidents were recorded. The researcher asked “why body search was conducted only to the ultra-fans” stand and the safety officer replied that “it is the venue’s policy to body search only those fans

and treat the non-ultra-fans differently, to show that they are respected more since they never create problems”.

The safety officer was located in the control room having a clear view of the inside and outside area of the venue, using the CCTV system. The researcher was informed that it was a newly installed system as the stadium wants to comply with the Act. Everything was recorded and the CCTV operator could easily collect information regarding every incident. The police were also present at the control room and in full cooperation with the safety officer.

The police’s overall presence was discreet and the 2 riot squads were not visible to the fans. Their movement was controlled from the control room and most of them were outside the stadium supervising the fans movements.

The researcher included in his observation, a checklist to identify whether the specific stadium provides the necessary infrastructure and facilities according to Stadium Licensing Authority records.

Table 7: Infrastructure and facilities observation check list

GSP Stadium

All seated stadium	✓
Electronic ticketing system	✓
Electronic access control system	✓
CCTV System	✓
Electronic face recognition system	✓
Public Address system	✓
Warning signs and direction boards	✓
Adequate number of exit gates	✓
Medical services	✓
Fire brigade services	✓
Fans segregation	✓
Provision for persons with disabilities	✓

Incidents during observation research

There was an incident during the teams warm up. An away team's player was heading to the locker rooms and before entering the tunnel, a fan threw a plastic cup and spit at him. The player reacted and the steward immediately moved towards the player, and with a friendly attitude, escorted him inside the tunnel, away from the fans that started shouting as a respond to his reaction. The incident ended in just a few seconds. It was caught on CCTV and further actions were taken.

There was an incident outside the east stand that helped the researcher understand how crowd management really works. It was about half an hour before kick-off and the safety officer realised that outside the east stand, there were approximately 2000 spectators waiting to go through the turnstiles. He realised that this could turn into a serious problem and it needed to be resolved immediately. He communicated with his head steward and collected information from the gate stewards. They all stated that spectators coming to the stadium with "print at home" tickets cannot have access. He then crosschecked this information with the access system operator who confirmed the problem. Fans printed their ticket at home and the barcode was hardly recognised by the access system, causing delays and queues outside the gates.

The safety officer evaluated the situation and few minutes later gave instructions to the stewards to create a line of stewards in front of the gates to avoid fans crashing on the turnstiles. In the meantime, the turnstiles operator was instructed to automatically unlock all the turnstiles and bypass the access system.

Minutes later the stewards were informed to collect the tickets, manually tear the barcode part and let the fans go through the turnstiles without scanning the ticket.

This allowed fans to enter the stand quickly and in less than ten minutes, the perimeter was clear and fans got inside before kick-off. Although the access system was bypassed, the turnstiles operator had an electronic count from the turnstile itself in order to have a real time calculation of the stand's entry capacity. In about 15 minutes, the problem was fully resolved. This indicates quick respond, experience management and trained stewards.

Stewards reacted fast, explaining to the spectators what was the problem and helped them enter the stadium fast and safely. The command chain and communication was excellent and the police was ready to intervene if asked to.

4.3. Limitations

The researcher was aware of the possible limitation on the various research methods and techniques and managed to structure it in the best possible way so as to minimise the limitations.

Despite the fact that the first group interviews were related with high profile people such as the Minister of Justice and Public Order, Stewarding Commission Board members etc., they were conducted without any serious problems always taking into consideration the availability and convenience of the interviewees. Regarding the second group, the interview questions were sent by email to Mr Kenny Scott and Dr Steve Frosdick, well in advance, and they both responded immediately.

However, it was not easy to convince the ultra-fans to cooperate and take part in the questionnaire research. They were concerned about the reason behind the survey and it was only after explaining to them that it was just to collect information about a dissertation that they agreed to participate. Although the results collected from the ultra-fans seem quite reasonable, the possibility that the answers are deliberately false and fake should not be ruled out. All the other fans participated without any serious problems.

4.4. Conclusion

All partners involved in a football match share the same responsibility, to maintain a balance between the trinity of safety, security and service (Whalley, 2008). The Act provides a volume of articles that define and segregate these responsibilities for every stakeholder. Stadium owners, safety officers, stewards, police and clubs are part of an integrated approach in order to provide a safe and secure environment to the spectators.

4.5. Summary of the chapter

This chapter presented and analysed the findings of the research. In the final chapter the study will be concluded by drawing together all the main findings and key elements of the research. The researcher will identify the recommendations and the main limitations and finally suggest few issues for further study.

Chapter FIVE- Conclusions, Implications & Recommendations

5.1. Introduction

This chapter concludes the study by gathering all the key points and identifying the implications and recommendations. The researcher will share the limitations and suggest various concerns that could be used for further study.

5.2. Key findings

The large amount of violence incidents is currently the main problem of football in Cyprus. Although for decades the authorities have been trying different ways to combat violence, they did not manage to make any progress. Over the years, it became apparent that it was imperative to amend the Act and define through a new one the duties and responsibilities of all parties involved in sporting events.

The “On the Prevention and Suppression of Violence at Sports Grounds Act 2008”, was voted by the House of Representatives in 2008 and it was based on the Act of 1994, the recommendations of the Council of Europe, the decisions and resolutions of the European Union, and the UK Football (Disorder) Act 2000. The Ministry of Justice and Public Order decided to revise the 2008 Act and add 13 new articles, strengthening the preventing measures in order to end anonymity and suppress hooliganism. The amended Act contains 77 articles which clearly define and segregate the duties and responsibilities of all parties involved in a sporting event.

The research was aiming to identify and report these duties and responsibilities and specify whether the Act can provide the means for efficient safety management in football grounds in Cyprus.

Research findings suggest that the Act clearly specifies these duties in a way that all partners involved in a football match, have the means to create and provide a safe, secure and welcoming environment for the spectators. The establishment by law of various committees and authorities control and supervise everything involved in football. The National Football Information Point deals with police matters and

cooperates with every authority for information exchange, the Stadium Licensing Authority controls the infrastructure condition of sport grounds, capacities and evacuation plans and the Cyprus Stewarding Commission handles every matter regarding to safety officers and stewards.

Police, safety officers, clubs and stewards have further specific responsibilities and in addition, they have strict procedures to follow from the time the event is set, until the time spectators return safe to their homes. Football grounds owners are liable to maintain the venue in a perfect condition and have high quality CCTV and access systems.

Ultra-fans seem to be the main problem. They hide behind anonymity, engage in acts of violence and react against anything that is different to what they believe. The ultra-fans find the police presence provocative. Club management cannot control them and this results in the loss of money from the fines and from gate receipts losses as they have to play many games behind closed doors as a result of their behaviour. No one has the power to combat them or exclude them from sports grounds.

On the contrary, it is very encouraging to know that at least they accept the existence of the stewards. In time and with the implementation of the fan card, it will be easier for stewards to control them.

Non-ultra fans enjoy the game under the fear of possible actions of violence, and they visit sports grounds with a great concern. They are unable to do anything, but they believe that the Act will ultimately change things around.

It seems that most stadiums are very old, with the minimum of technology and they are in desperate need of professionalism and strong management. Their capacities are very low and the conditions are sometimes insufficient. Bad conditions provide bad service and consequently, bad service makes fans unhappy. Since the three elements are interrelated, if the service is bad it is definitely going to affect safety and security. Some venues do not provide sufficient safety due to the fact that the stadium owners do not want to spend money to improve their facilities.

The Act contains a series of articles with severe penalties for those convicted of violence in sports grounds. The fact that cases are taken before court within a few days and banning orders are being issued until the final verdict is issued is a measure aiming at reducing the number of incidents.

5.3. Recommendations

It is mandatory to have trained safety personnel, good communications and an integrated policing approach that minimises the risk of any future disasters and tragedies. The Stewarding Commission should engage in a continuous training programme for stewards and safety officers and establish cooperation with other European stewarding bodies for exchanging knowledge and experience.

The Stadium Licensing Authority should issue the ground licences with strictness, ensuring that all the venues maintain a safe and secure environment to accommodate the spectators. Old stadiums should start upgrading their facilities, increasing their capacities and improving their management.

Police should show no tolerance in any disorder incidents and find an effective way to enforce banning orders until the implementation of the fan card. The Cyprus Football Association (CFA) should increase the severity of sanctions to those clubs whose fans constantly engage in violence.

What remains is for the Act to be put fully into effect. This will happen with the implementation of the fan card. The anonymity will end and along with the existing technology (CCTV, access systems, face-recognition system etc.), ultra-fans will start considering the possibility that they might not be able to engage in violence without being caught and punished. Since these fans are so loyal to their club, knowing that if they get caught they will be banned from any sporting event, could work as a discouraging measure on its own.

The club management should start building bridges with their fans, in an effort to bring them on their site. They all share love and passion for their team and if they

manage to convince them that it is in the benefit of the club (and their own) to behave in a decent way, gradually things will start getting better.

5.4. Limitations

Usually this kind of research does not have serious limitations. Football violence behaviour has been for decades the biggest problem in football and has been widely studied, researched and analysed. It is a phenomenon that everyone who loves football has experienced. Therefore, it was easy for the researcher to collect information from many sources using a combination of different methodologies.

The selection of the interviewees in both groups gave extra value to the research information. The collected information from the Minister of Justice and Public Order was one the two main assets of this research. The second asset concerns the unique and valuable information collected from Dr Steve Frosdick, UEFA's consultant, scholar and independent expert on safety and security at sports grounds.

5.5. Final conclusion

Based on the findings of this research, the Act can provide the means for efficient safety management in football grounds in Cyprus. However, there are a lot to be done until a safe environment can really exist in the sports grounds. Almost all stadiums need renovation and maintenance. Technology has to enter inside the venues in order to assist various aspects of safety management and safety staff needs to gain experience and further knowledge.

It seems, though, that a lot of things have been done. The Act provides what is needed and it is up to its stakeholders to proceed with complying with its articles.

5.6. Future study

For the Act to be fully put into effect, the fan card scheme must be implemented. Therefore, there is need for further investigation on this matter, whether the fan card implementation will achieve its objective. The experience of most countries and clubs who have tried a compulsory fan card is that it does not work. Fans protest and

refuse to cooperate and attendances fall and damage revenues. Furthermore, it would be quite interesting to investigate if the investment behind the fan card implementation can be considered value for money, as it seems an expensive measure for the volume of fans that need to be controlled.

Another great aspect that rises from football violence and could be analysed through further research is the financial consequences clubs have due to violence in sports. It is not only the money they pay on fines and the income they lose from games behind closed gates, but also the low attendance because of violence actions, promotions and marketing losses, unnecessary infrastructure expenses, excessive use of stewards etc.

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