

# European Awaydays Fan Survey 2024/25



## Introduction

This is the second edition of the European Away Days Fan Survey building on its successful introduction. It is building a substantial body of evidence to give English supporters a voice in order to constructively engage with clubs, foreign police forces and UEFA to improve the experience of all at European fixtures.

Following the events of the 2022 UEFA Champions League Final in Paris and the mistreatment of Liverpool fans, it was hoped that the subsequent reviews and outcry would mark a watershed in the experience of English supporters following their teams in Europe. Subsequent events, in particular the arrangements for Manchester City supporters seeking to attend the 2023 final in Istanbul, suggested this wasn't the case and that lessons were not being learned.

The intention of this survey is to document such concerns and influence positive change at venues who routinely host English teams. We are already seeing buy in from police forces and in particular European National Football Information Points (equivalent bodies to the UKFPU) who are in some cases providing feedback to public order units and commanders to seek a balanced approach in policing English supporters. UEFA are also supportive of this initiative as we seek to build a positive consensus around the three pillars of Safety, Security and crucially Service. The latter is too often ignored and when supporters are making a significant commitment in terms of travel and finance, all of which boosts local economies, then they should be treated as visitors and guests. Covid taught us that football is the spectacular entertainment enjoyed by millions across the world to a large degree because of the fans.

Based on feedback we have added a colour rag rating for each venue – Red for unacceptable, Amber for where improvements are required and Green for a good review. We will track this over time ideally to document improvements. From the initial survey and reports this year there are clear themes across countries and some specific feedback for certain venues. It is encouraging that even in countries where supporter feedback is generally negative, there are still some isolated positive examples. Some good practice which has been identified is where there are pre-meetings involving supporter representatives then there tends to be a positive experience for all parties. This approach has been particularly successful for Liverpool supporters. By way of contrast there are far too many examples where stadiums and local policing are getting the entry procedures badly wrong which is putting supporters in danger, as well as ruining the fan experience. There are examples of unnecessarily long escorted bus journeys to venues and over the top security measures at entrances which lead to unacceptable delays which are all too frequently the catalyst for the unnecessary and excessive use of force by riot police involving the use of batons, shields and CS gas. In the majority of cases these incidents were entirely avoidable with better planning and communication.

Mark Roberts QPM  
Chief Constable UKFPU

## Method

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

Dedicated Football Officers (DFOs) were asked to confirm where they had witnessed issues raised for additional corroboration. Based on the St Denis Convention<sup>1</sup>, which is recognised by European law enforcement and UEFA, fans were asked to comment on their experiences at stadiums around the three pillars of Safety, Security and Service. Each of these elements are mutually interdependent and influence the others. The reports from supporters are summarised below, highlighting only those examples of particularly positive and negative experiences. Clubs completing the surveys were as follows:

- Arsenal
- Aston Villa
- Chelsea
- Liverpool
- Manchester City
- Manchester United
- Tottenham Hotspur

Each time an English team plays in Europe, the DFO will work with supporters to complete a further report in order that we continue to build a current and accurate picture. This most recent survey includes detail of fixtures involving the England national team. The aspiration is that other countries in the NFIP working group will adopt a similar approach to broaden the evidence base.

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

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

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

## Summary

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

## Austria

### FC Lask –

2023/24

■ Safety ■ Security ■ Service

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

*(Liverpool, UEFA Champions League, 2023/24)*



### RB Salzburg –

2022/23

■ Safety ■ Security ■ Service

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

*(Chelsea, UEFA Champions League, 2022/23)*

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

## Belgium



### Club Brugge KV –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The facilities for disabled fans were particularly poor, with three sets of stairs and no lifts just to enter the ground. Inside the stadium did not seem fit for purpose, with most of the facilities very outdated. There were also no security staff and no sign of any club stewards. The management of fans was also poor after the match, with fans simply squeezed into busses like sardines.

*(Aston Villa, EUROPA League 2024/25)*

### Union SG –

2023/24

■ Safety ■ Security ■ Service

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



*(Liverpool, UEFA Champions League, 2023/24)*

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

## Bosnia



### HSK Zrinjski Mostar –

2023/24

■ Safety ■ Security ■ Service

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

organised and free.

*(Aston Villa, Europa Conference League 2023/24)*

## Croatia

### Dinamo Zagreb –

2022/23

■ Safety ■ Security ■ Service

Hold back was too long.

*(Chelsea, UEFA Champions League, 2022/23)*



## Czech Republic



### AS Sparta Prague –

2023/24 -

■ Safety ■ Security ■ Service

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

*(Liverpool, Europa League, 2023/24)*

### FC Viktoria Plzen –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Security staff and police were all very courteous towards fans, and the general reception towards fans in the city was excellent, with no issues reported.

However, we were extremely concerned as fans by the fact that we were physically padlocked in the ground once the match had started. This meant that supports had no way of leaving the stadium if they wanted to leave early. In addition, if there had been a fire fans would have struggled to leave the ground.

*(Manchester United, Europa League, 2024/25)*



## Denmark

### Randers FC–



2021/22

■ Safety ■ Security ■ Service

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

*(Leicester City, Conference League 2021/22)*

## FC Copenhagen –

2023/24

■ Safety ■ Security ■ Service

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

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



2024/25 **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**Very good service, including special train services for Chelsea FC fans. Fans treated well inside venue, although there was a high level of alcohol consumption due to different rules, which led to some fans be very intoxicated. Handled well by local staff, even after a racial abuse incident directed at them from a CFC fan.**

*(Chelsea, UEFA Conference League, 2024/25)*

## France

### Lille OSC –



2022/23

■ Safety ■ Security ■ Service

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

*(Chelsea, UEFA Champions League, 2022/23)*

## Lyon FC –

2024/25 **\*\* NEW \*\***

■ Safety
 ■ Security
 ■ Service

The process for collecting tickets wasn't great, mainly due to the fact that fans had to get transport to the Eurexpo for wrist bands, before then getting transport to the stadium. Entering the ground, there was a long delay due to searches at the turnstiles. The holdback of Manchester United fans after the game was also too long, with fans held back in the stadium for 60 minutes.



*(Manchester United General Supporters, Europa League, 2024/25)*



## Olympique de Marseille –

2023/24

■ Safety
 ■ Security
 ■ Service

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

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

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

## Paris Saint Germain –

2023/24

■ Safety
 ■ Security
 ■ Service

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

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



2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Generally, a very positive experience.

*(Manchester City, UEFA Champions League, 2024/25)*

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

This fixture marked Liverpool FC's first return to Paris following the events at the Stade de France. In advance of the game, we held a constructive meeting with senior representatives of the French police to address concerns surrounding our return. The meeting was both thorough and reassuring. The police representatives demonstrated genuine understanding and empathy, taking time to outline their intended operational approach in detail. Their proposed plan was delivered exactly as described, contributing significantly to what was a positive and well-managed experience for visiting supporters. The value of these pre-match briefings cannot be overstated. They play a crucial role in fostering trust, promoting transparency, and ensuring the safety and enjoyment of all travelling fans. From arrival to departure, the conduct and professionalism of the local authorities were exemplary. The operation reflected a considered and respectful approach to supporter engagement, setting a high standard for future international fixtures.

*(Liverpool, UEFA Champions League, 2024/25)*

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

While this was a very nice stadium with good parking, there were a number of issues that made it difficult for disabled supporters. These included not being able to get on the train or on the tram, meaning they had to take taxis, but even then, they weren't allowed to drop you near the stadium even the ambulant with walking difficulties found the train station difficult as they are very high, not accessible. In addition, getting to the seats for disabled wheelchair was very slow only one small lift.

*(Aston Villa Disabled Supporters Association, UEFA Champions League, 2024/25)*

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Police were a lot lower profile than in previous visits to Paris, we had the impression they were being on 'best behaviour' to visiting supporters. The major issue here was the holdback after the game which stretched to at least an hour without any communication until our DFO managed to get a message to us to try and relay to supporters. The holdback was caused by French supporters celebrating in the streets surrounding the ground from when they scored their first goal. French authorities knew this was likely to happen if they did win so maybe the answer was a sterile zone around the stadium where only ticket holders could enter then we could have all left at a reasonable time. Stewards were ok and tried to help as much as possible.

*(Arsenal, UEFA Champions League, 2024/25)*



## RC Lens –

2023/24

■ Safety ■ Security ■ Service

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

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

(Arsenal, UEFA Champions League 2023/24)

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

## Toulouse –

2023/24

■ Safety ■ Security ■ Service

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

(Liverpool, UEFA Champions League, 2023/24)

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

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



## Finland



### International – Finland v England – Olympic Stadium, Helsinki –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Another well run event which passed without any major issues for supporters or staff.

*(England, Nations League 2024/25)*

## Germany

### Borussia Dortmund –



2022/23

■ Safety ■ Security ■ Service

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

*(Chelsea, UEFA Champions League, 2022/23)*

2023/24

■ Safety ■ Security ■ Service

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

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

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

## Borussia Monchengladbach –

2022/23

■ Safety ■ Security ■ Service

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

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



## Eintracht Frankfurt –



2022/23 **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**Overall, the match went smoothly with no major problems. The only slight issue occurred when the portable search cabins began to leak during the heavy rain, which caused issues for the staff trying to scan tickets and resulted in long delays, and did cause some frustration.**

*(Tottenham Hotspur, Europa League, 2024/25)*

## FC Bayern Munich –

2022/23

■ Safety ■ Security ■ Service

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

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



2022/23

■ Safety ■ Security ■ Service

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

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



## FC Heidenheim -

2024/25 - **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Helpful local security operation from host club and police, including thorough UEFA MD meeting. It is worth noting there was only one search and entry point into the away end of the stadium, which became very congested before kick-off. This could have been organised better with a clearer queueing system and more search points. Overall, a well organised safety operation. The only the evident issue was overcrowding in the main

standing block of the away end, where several fans reported crushing due to the terrace-like nature of the stand.

*(Chelsea, Europa League 2024/25)*

## RB Leipzig -

2024/25 - **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Overall, there were no issues with security or with opposition supporters. The journey to the stadium was very safe, however there was a lack of signage which made it difficult to find the away entrance, the placement of LFC stewards on the outer cordon would have helped with this. In addition, for the second European game in a row there were no stewards on the door to the lady's toilets, allowing men to enter unchallenged. This is clearly a safety issue, and we once again urge for something to be done about this.



*(Liverpool, UEFA Champions League, 2024/25)*

2024/25 - **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Safety-wise, this was the best experience I've had following Villa away in Europe in terms of ease of access and entering and leaving the stadium, it was managed efficiently and promptly and both police and stewards demonstrated excellent communication with supporters throughout. The German police in liaison with PC Fleming (West Midlands Police's Aston Villa officer) even helped with the organisation and logistics of coordinating a fan march for circa 300 Aston Villa supporters from Leipzig central station to the RB Arena, which was a huge, pleasant surprise.

*(Aston Villa, UEFA Champions League, 2024/25)*

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

## Greece



### Panathinaikos FC –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The stadium at Panathinaikos FC was particularly poor with no designated area for disabled fans and toilets located outside the turnstiles, meaning that fans had to leave the stadium if they needed the toilet. The situation was exacerbated by the fact that there was only one steward operating the gate and could have

resulted in a crushing situation.

As well as the poor stadium design, the service to fans was also disappointing. Despite being promised frequently departing buses from the city centre, these didn't materialise meaning that many fans missed the first 30 minutes of the match.

(Chelsea, Conference League, 2024/25)

### AEK Athens –

2023/24

■ Safety ■ Security ■ Service

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



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

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

## International – Greece v England – Athens Olympic Stadium –



2024/25 – **\*\*NEW\*\***

■ Safety   ■ Security   ■ Service

There were numerous issues in relation to the match, which left many fans distressed because of their experiences.

On arrival at the game there was a lack of turnstiles, no signage and an extremely unorganised queuing system which resulted in a bottleneck situation where fans were being crushed. The situation was exacerbated by

the fact that the Greek Police decided to use barriers to funnel fans towards the limited number of turnstiles. The whole experience for fans was extremely unpleasant for fans, many of whom missed part of the match as they attempted to make their way into the stadium.

*(England, Nations League 2024/25)*

## Italy

### AC Milan –



2023/24

■ Safety ■ Security ■ Service

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

*(Chelsea, UEFA Champions League, 2022/23)*

2023/24

■ Safety ■ Security ■ Service

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

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

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

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**The policing operation was first class, there were zero issues with safety and at no time did our safety feel compromised either before, during or after the game. There was an adequate number of stewards outside the stadium, assisted by a large number of travelling LFC stewards, which was helpful. The metro stations were adequately staffed with local transport officials and helpful police officers which made the commuting a safe and pleasurable journey.**

*(Liverpool, UEFA Champions League, 2024/25)*

**Atalanta –****2021/22**

■ **Safety**
■ **Security**
■ **Service**

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

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

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

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

**2023/24**

■ **Safety**
■ **Security**
■ **Service**

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

*(Liverpool, EUROPA League, 2023/24)*



## FC Internazionale Milano –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The safety and security of fans was wholly inadequate, there was minimal stewarding, and no sign of any Arsenal stewards, who are always extremely helpful in dealing with away supporters.

The infrastructure outside the stadium was also very poor, with no-one appearing in control of the situation, which led to a high-risk environment. A large number of police were in the vicinity but stood and watched, making no effort to intervene, even though it was obvious that a potentially serious crowd control situation was emerging, which felt a little like ‘Hillsborough’.

Indeed, many fans who were stuck in the situation were commenting that this is what Hillsborough probably felt like. This was completely unacceptable, and I would classify the situation as an extremely unsafe environment.

The post-match processes, whereby away fans are held back for a protracted period, meant that the transportation systems to get fans back to central Milan were wholly inadequate. Due to the 9 o’clock kick off, this protracted holding time led to many fans having to walk back 7 km across the city which creates yet another potentially unsafe scenario.

*(Arsenal, UEFA Champions League, 2024/25)*

## Juventus –

2021/22

■ Safety ■ Security ■ Service

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

*(Chelsea, UEFA Champions League, 2021/22)*



2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Fans at the match were treated like animals, we were left for 30-40 mins outside in a very small area, with full fencing surrounding us, being held by stewards with no communication. Fans were clearly getting cold / distressed, especially children. Some fans were also turned away from the match despite being, early, having the required matching ticket to ID and without being overly intoxicated – you could see in the stadium loads of empty seats as a result.

*(Manchester City, UEFA Champions League, 2024/25)*



## Napoli –

2021/22

■ Safety ■ Security ■ Service

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

*(Leicester City, EUROPA League 2021/22)*

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

## Roma-

2021/22

■ Safety ■ Security ■ Service

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



*(Leicester City, EUROPA League, 2021/22)*

2023/24

■ Safety ■ Security ■ Service

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

*(Brighton, EUROPA League, 2023/24)*

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

## Ireland



### International – Ireland v England – Aviva Stadium, Dublin –

2024/25 – **\*\*NEW\*\***

■ Safety   ■ Security   ■ Service

This was an extremely well-run event. There were not entry issues for supporters or staff when approaching the stadium and there were no major incidents. Although this was a high-risk match, and there was palpable tension between the two sets of supporters, it was operationally dealt with very well both before

and after the match. It was clear that the hosts were confident in how to operate and deliver an event on this scale.

*(England, Nations League 2024/25)*

## Kazakhstan

### FC Astana –



2024/25 – **\*\*NEW\*\***

■ Safety   ■ Security   ■ Service

In regard to safety, this was a very challenging match, the stadium had rubble, loose bricks, uneven ground and ice on the concourse and seating areas. There were also no covered areas for any supporters.

*(Chelsea, Conference League, 2024/25)*

## Monaco

### Monaco –

2023/24 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The organisation at the match was awful; after leaving the train we were given conflicting information which caused serious issues for some of the disabled fans.

Despite arriving at the grounds about forty-five minutes before kick-off, we didn't get into the stadium until after the match had started. After the match, the Villa fans were kept back and weren't even allowed to go to the toilet.

*(Aston Villa, Champions League 2024/25)*



## Netherlands



### AFC Ajax –

2023/24

■ Safety ■ Security ■ Service

Positive experience – travel arrangements, stewarding and atmosphere all positive. Fans enjoyed the city and no negative reports. Supporters preferred being able to make their own way to and from the stadium.

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

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

*(Manchester City, UEFA Champions League, 2012/13<sup>2</sup>)*

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

## AZ Alkmaar -



2024/25 **\*\*NEW\*\***

■ Safety ■ Security ■ Service

A very well managed operation with no major issues. The game passed off without incident. Small pockets of fans asked to leave early and make their own way back to the city. AZ were happy to oblige. The shuttle bus operation was very smooth post-match, with no issues. Fans were not held back after the game and boarded buses in an orderly manner.

*(Tottenham Hotspur, Europa League 2024/25)*

## Feyenoord –

2017/18

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

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



## PSV Eindhoven –



2021/22

■ Safety ■ Security ■ Service

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

*(Leicester City, EUROPA League 2021/22)*

2023/24

■ Safety ■ Security ■ Service

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

*(Arsenal, UEFA Champions League 2023/24)*

2024/25 **\*\*NEW\*\***

■ Safety ■ Security ■ Service

There was no holdback implemented which meant supporters were able to get the last train service back to Amsterdam. Police were approached on several occasions by supporters for advice and messages of thanks. They assisted in passing safety messages verbally.

*(Arsenal, UEFA Champions League 2024/25)*

## Norway



**FK Bodo –**

2024/25 **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Fans were very well behaved and enjoyed mixing with the local people before and after the game. The stand in the visitors' section of the stadium was very small and dated. Rail seating was in place and fans stood for the duration of the game. It was very crowded, with congestion in the aisles. Our stewards regularly went up and down the aisles to keep them as clear and safe as possible. There was no hold back after the game for our supporters, but most stayed to celebrate with the players as we had qualified for the final.

*(Tottenham Hotspur, Europa League 2024/25)*

## Poland

**Lechia Gdansk (Final) –**



2021/22 -

■ Safety ■ Security ■ Service

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

*(Manchester United, EUROPA League, 2020/21)*

## Legia Warsaw –

2021/22 -

■ Safety
 ■ Security
 ■ Service

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



*(Leicester City, EUROPA League 2021/22)*

2022/23 -

■ Safety
 ■ Security
 ■ Service

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

*(Aston Villa Europa Conference League 2023/24)*

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

2024/25 – **\*\*NEW\*\***

■ Safety
 ■ Security
 ■ Service

**There was a considerable police presence and robust searches on entry, which caused a delay in the opening of opening turnstiles. Once inside the stadium there were multiple displays and flares by home fans.**

*(Chelsea, UEFA Conference League, 2024/25)*

## Portugal

### FC Porto (Final) –



2020/21

■ Safety ■ Security ■ Service

Good transport to and from the stadium. Policing was balanced but stewards rude and unhelpful.

*(Chelsea, UEFA Champions League, 2020/21)*

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**FC Porto – Overall, feedback from fans was really positive, with no negative comments in relation to fan experience at the game. The only minor issue was the steep steps to the stadium, which meant that accessing the stadium was treacherous. However, the police presence was good which helped with any crowd control issues.**

*(Manchester United, EUROPA League 2024/25)*

### Sporting Club (Lisbon) –

2021/22

■ Safety ■ Security ■ Service

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

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



2024/25– **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**Overall there were no real issues at the stadium, although supporters were frustrated by the fact that they were held back for 30 minutes after the match. The design of the stadium also makes access to the ground difficult for elderly and disabled supporters.**

*(Arsenal, UEFA Champions League, 2024/25)*

2024/25– **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The approach to the stadium from the Metro system leads away fans through the home fans turnstile area (including Ultras bar area) and is not well sign posted, no stewards on hand to guide away fans from home turnstiles to the road, which is used for the exit/escort out of the stadium.

*(Manchester City, UEFA Champions League, 2024/25)*

## Serbia



### Crvena Zvezda (Red Star Belgrade) –

2023/24

■ Safety ■ Security ■ Service

There were reports of away supporters being attacked in the city match day -1. Flags were confiscated by security staff which then appeared to be passed to local ultras.

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

## Spain

### Atletico Madrid –

2021/22

■ Safety ■ Security ■ Service

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

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



### Barcelona –



2022/23

■ Safety ■ Security ■ Service

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

*(Manchester United, EUROPA League, 2022/23)*

## Bilbao – Europa Final – Tottenham Hotspur Versus Manchester United

2024/25 **\*\*NEW\*\***

■ Safety ■ Security ■ Service

Great friendly host city, where supporters felt safe with a good police presence. The stadium itself was excellent, with good facilities and a well organised ticketing process with no delays at the turnstiles. Overall good experience throughout.

*(Manchester United General Supporters, Europa League 2024/25)*



Staff were very friendly and supportive throughout our time in Bilbao. Access services and facilities at the stadium were very good. The back two rows in the lower tier were netted off to provide wheelchair users with a clear view.

*(Tottenham Hotspur, Europa League 2024/25)*

## Girona –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The security operation was superb from both Police and stewards, which was refreshing for a fixture in Spain. The policing was friendly and low key, and the body searching was appropriate which again made a refreshing change. A pleasant experience.

*(Liverpool, Champions League, 2024/25)*



2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

This was our first game in the new stadium, and while the facilities were good, the body searches were little overzealous in that each person was searched twice. The ticket checks were also confusing, as the majority of tickets were in the name of the lead bookers, so when the individuals got to the barrier the names didn't correspond to those on the tickets. Despite reassurance that this was not an issue, affected fans had to go back to the box office team to check each ticket again.

*(Arsenal, Champions League, 2024/25)*

## Real Betis –

2021/22

■ Safety ■ Security ■ Service

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

*(Manchester United, EUROPA League, 2022/23)*



2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**Long queues to enter stadium, robust ticketing checks but away fans within the area. Toilets poorly signposted resulting in males entering female toilets.**

*(Chelsea, UEFA Conference League, 2024/25)*

## Real Madrid –



2021/22

■ Safety ■ Security ■ Service

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

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

2022/23

■ Safety ■ Security ■ Service

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

*(Chelsea, UEFA Champions League, 2022/23)*

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

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

2024/25– **\*\*NEW\*\***

 Safety  Security  Service

**Overall, safety at the ground was OK and overall security on this occasion was good, ID checks took place when entering the stadium and full search along with ticket checks at multiple points to ensure that the ticket holder matched the ID. Albeit as we found some fans had been pick-pocketed in the City meaning that it was difficult for them to provide ID, perhaps the need for ID at each point was a little OTT.**

*(Manchester City, Your Fan Club, UEFA Champions League, 2024/25)*

2024/25– **\*\*NEW\*\***

 Safety  Security  Service

**Overall, safety was fine for this match. Plenty of stewarding/police presence. I would point out however that there is very little segregation between the edge of the away compound and the seemingly very busy main street where Madrid fans frequent, making it difficult at times for fans who have been in the city in the day to focus on smooth entry, more focused on distractions elsewhere.**

*(Manchester City, Chris May (Supporter Liaison Officer) UEFA Champions League, 2024/25)*

2024/25– **\*\*NEW\*\***

 Safety  Security  Service

**Entry to stadium was long winded, with various checks done repeatedly, and then there was a random 'shoe search' inside the stadium that no one was told about, and the stewards in that area were very rude to some of our supporters who basically had had enough of searches etc. The lack of flexibility with regard to ticket reprints also hindered us on the day as there were the inevitable delays caused by lost tickets etc at the turnstiles.**

*(Arsenal FC, Your Fan Group, UEFA Europa League, 2024/25)*



## Real Sociedad –

2022/23

■ Safety ■ Security ■ Service

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

*(Manchester United, EUROPA League, 2022/23)*

2024/25 - **\*\*NEW\*\***

■ Safety ■ Security ■ Service

**The city was a fantastic place to meet, and the stadium itself was great with clear signage for visitors. Throughout the match there was a good level of security, with a clear presence of police, stewards and security. While there was a slight delay with searching at the turnstile, this came with engagement which made the process easier.**

*(Manchester United General Supporters, EUROPA League, 2024/25)*



## Villareal CF –

2011/12 -

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

*(Manchester City, UEFA Champions League, 2011/12)*

2021/22 -

■ Safety ■ Security ■ Service

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

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

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

## Slovakia



Slovan Bratislava –

2024/25 – **\*\*NEW\*\***

Safety
  Security
  Service

Fans were made to feel welcome at the match and alcohol was also served inside the ground. Following the game, we were able to get straight onto the buses and were back in town half hour after the match with everywhere still open – amazing!

*(Manchester City, Champions League, 2024/25)*

## Sweden

Djurgarden IF Fotboll -

2024/25 – **\*\*NEW\*\***

Safety
  Security
  Service

Very good entry from metro station and a good experience in general. There was also a good interaction between the fans and local police.

*(Chelsea, UEFA Conference League, 2024/25)*



## Switzerland

### BSC Young Boys –

2023/24

■ Safety ■ Security ■ Service

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

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



2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

The barrier fences around the ground made it very difficult to see the pitch, and the free for all also made it hard for disabled fans to get the stadium. Inside the ground there was a relaxed atmosphere, the stewards and police were very friendly and there were very few issues.

*(Aston Villa, EUROPA League 2024/25)*

### Servette FC –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service

*(Chelsea, EUROPA League 2024/25)*





## Ataturk Olympic Stadium – Final 2023–

■ Safety
 ■ Security
 ■ Service

There were numerous issues related to the logistics around this game and transport to it, entrance, the facilities and egress. The travel to the stadium on coaches was unacceptable and the fan zone at the event was basic with inadequate provision for disabled fans. Supporters had to wait for an hour to get on buses for a 2 hour + journey with no air

conditioning and many with drivers who did not know where they were going. There were inadequate toilets and in particular refreshments available. Dispersal from the stadium was chaotic. A full report supplied to UEFA documents all of these concerns in detail.<sup>3</sup> Supporters encountered fluctuating prices at concessions and payment switched to cash suggesting cashiers were stealing and items were unnecessarily seized from fans. All of the concerns raised by fans were witnessed and are corroborated by the UK Police who were ignored when they attempted to intervene.

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

<sup>3</sup> <https://x.com/citymattersreps/status/1683921711845249029?s=20>

## Fenerbahçe SK –

2024/25 – **\*\*NEW\*\***

■ Safety ■ Security ■ Service



Overall, the treatment of fans was unacceptable. Fans attending the game were given no other option than to take the coaches put on by the Police, these left more than five hours before kick-off, which is unacceptable. On arrival at the stadium there was no signage or maps, and the lighting was minimal. There was also a large number of deep potholes around the ground which made it extremely hazardous, leading to multiple sprained ankles.

Upon entering the grounds, many fans were unable to scan their tickets, to resolve this, the stewards just let the fans in without investigating why they couldn't scan in.

During searches some stewards broke some phones / camera, more than 100 flags were also seized from fans due to them not being aware that they were not allowed. Inside the ground the toilets smelled of sewage, were flooded and not clean.

After the match United fans were locked in the ground for almost two hours, with no announcements to manage fan expectations. This was completely unacceptable, especially as we had been told before the game that it would only be 30-40 minutes.

*(Manchester United, EUROPA League 2024/25)*

## Galatasaray SK –

2023/24

■ Safety ■ Security ■ Service



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

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

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