

TOOLKIT DOCUMENT TK8

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UEFA comments

An SLO matchday reporting system can help national football bodies to identify trends with regard to matchday operations and the matchday experience for fans and permit a professional response to such trends. The attached template is an example of a form that could be used for reporting purposes.

Under this system, the away team SLO would enter the information required on the form and on completion fax it to the NA/league. The data collected could then be entered in an Excel file, for example. Though quite labour-intensive, this system would cost virtually nothing to implement.

Where resources permit, an online version of the reporting system that links into existing software used by the NA/league could be developed. This would allow the generation of reports for the individual categories for example. The data gathered could be evaluated once at a year at national SLO meetings.

Objectives:

- To provide the NA and SLOs with an overview of issues/problems
- To identify best (and worst) practice
- To highlight trends and permit a professional response to such trends
- To improve matchday operations and the matchday experience

Advantages:

- Provides an insight into how well clubs are meeting the requirements laid down by Article 35
- Delivers information to help clubs and SLOs prepare for matches (typical number of away fans, method of travel, etc.)
- Points up structural and organisational weaknesses (e.g. quality of stadium infrastructure, stewarding)
- Allows trends to be detected and addressed (e.g. deteriorating access situation)
- Professionalisation of the supporter liaison work performed

SLO Matchday Report (20xx/xx season)

[Association/league logo]

Fixture: _____
Matchday: _____ Date: _____

- Number of away fans** Official no. of tickets sold _____ Actual no. of fans in ground (estimate) _____
- Method of travel** Organised train trip _____ Coach _____ Own arrangements _____
(Enter number of fans)
- Away fan liaison team** SLOs _____ Volunteers _____ Fan stewards _____
(Enter numbers)
- Risk level** Low Medium High
(SLO's personal assessment before the match)
- Discussions were held/arrangements made with the following people before the game**
SLO Security officer Stewards Police
- Were the away fans provided with all relevant information by the home club?**
Yes No
- Were all the arrangements relating to fan material complied with by the home club?**
Yes No
- Were all away supporters inside the stadium in time for the kick-off?**
Yes No Delay in minutes _____
- When were the away fans allowed to leave the stadium?**
Straight after final whistle Delay in minutes _____ Were fans informed of any delay? Yes No
- Grading** (SLO's personal assessment of the work of the following)

	<i>Excellent</i> (5)	<i>Good</i> (4)	<i>Fair</i> (3)	<i>Tolerable</i> (2)	<i>Poor</i> (1)	<i>Not assessed</i>
<i>Home SLO/support team</i>	<input type="checkbox"/>					
<i>Stewards (Entering stadium)</i>	<input type="checkbox"/>					
<i>Stewards (Visitors section)</i>	<input type="checkbox"/>					
<i>Home security officer</i>	<input type="checkbox"/>					
<i>Police</i>	<input type="checkbox"/>					
- Post-game, how would you now assess the risk level for the next meeting between the teams?**
Low Medium High
- Please comment on the quality of the visitors section (accommodation, toilets, food outlets, etc.)**

- Additional information to report/remarks:**

- Date:** _____