



EUROPE

# **Violent and antisocial behaviour at football events and strategies to prevent and respond to these behaviours**

Final synthesis report

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## Preface

This report synthesises the findings of a further eight reports produced as part of a study on violent and antisocial behaviour at international football events, and strategies to prevent and respond to such behaviour.

The study, prepared for Qatar University, is intended inform that country's preparations towards hosting the 2022 FIFA World Cup, but it will also be of interest and relevance to practitioners, policymakers, academics and others in the field of sport spectator safety.

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The views presented here are those of the authors and any remaining errors are also our own.



# 1 Introduction

## **In 2022, Qatar will become the first country in the Gulf region to host the FIFA World Cup.**

While the country has held other international sporting events, the World Cup is expected to bring more fans to Qatar from more places across the globe than at any previous time.

**Ensuring the safety of spectators, local residents, players and staff is one the many responsibilities any host country faces.** One threat to the safe enjoyment of the event is the potential for violence and antisocial behaviour among spectators. While it appears that international and domestic football matches are generally peaceful, the possibility of disorder among spectators is well known and does sometimes occur – incidents during the 2016 European Championships, held in France, were extensively covered by the media and attracted international attention. An important part of organising the World Cup relates to preventing violence and antisocial behaviour, as well as ensuring the capacity and capability to respond effectively to it.

**Qatar University commissioned RAND Europe to undertake a study into violence and disorder at international sporting events.** In preparing for the 2022 World Cup, the Qatari authorities recognised that there was an opportunity to learn from the available research into the prevalence, nature and causes of violence and disorder at other sporting events, and to draw on promising practices to prevent

and respond to these harms. The goals of this study were to understand:

1. What has been the nature and prevalence of antisocial and violent behaviours among populations watching and attending major sporting events, in particular international football matches?
2. Which factors are associated with these behaviours (and in particular what is the relevance of alcohol consumption) and what is the nature of the association?
3. Which approaches have been taken to prevent and respond to these behaviours?
4. To what extent have these approaches proved effective?
5. What specific recommendations follow from the findings that could be used in Qatar in planning for the World Cup in 2022, and where are the opportunities for further research?

## **We have addressed these questions in eight policy-focused reports, which describe findings from a suite of research activities.**

Figure 1 shows the range of outputs from the study, and the research questions they address. This approach has been taken to ensure that our findings are reported in a targeted way, and that they are accessible to policymakers and planners charged with responsibility for organising different aspects of the World Cup.

**Table 1. Reports produced by this study and research questions they seek to address**

Research questions	Q1. Nature and prevalence of antisocial behaviours	Q2. Factors associated with these behaviours	Q3. Approaches to prevent and respond to these behaviours	Q4. Effectiveness of these approaches	Q5. Lessons for Qatar and future areas of research
<b>Reports produced by this study</b>					
<b>Report 1:</b> Review of international academic literature on violent and antisocial behaviour at football events and factors associated with these behaviours	✓	✓			✓
<b>Report 2:</b> Review of international academic literature on interventions to prevent and respond to violent and antisocial behaviour at football events and their effectiveness			✓	✓	✓
<b>Report 3:</b> Scoping review on violent and antisocial behaviour at football matches in the Middle East and North Africa	✓	✓			✓
<b>Report 4:</b> Case study on different levels of fan disorder at two host cities during the 2016 UEFA European Championship	✓	✓			✓
<b>Report 5:</b> Case study on the approach to preventing and responding to violent and antisocial behaviour at the 2018 World Cup in Russia			✓	✓	✓
<b>Report 6:</b> Case study on the role of alcohol at international football tournaments		✓	✓	✓	✓
<b>Report 7:</b> Case study on the role of volunteers in public safety at major sporting events			✓	✓	✓
<b>Report 8:</b> Case study looking at the potential for crowd behaviour modelling to be used at the 2022 World Cup in Qatar			✓	✓	✓
<b>Report 9:</b> Summary report	✓	✓	✓	✓	✓

**This summary report draws together findings and insights from across the eight reports and highlights potential next steps for building on the results of the research.**

The rest of the report is structured as follows:

Section 2 provides an overview of the research methods employed in the study. Further details

of the methodology used are provided in the annex to this report.

Section 3 presents study findings in relation to research question 1 (What has been the nature and prevalence of antisocial and violent behaviours among populations watching and attending major sporting events, in particular international football matches?) and research

question 2 (Which factors are associated with these behaviours and what is the nature of the association?).

Section 4 presents findings relating to research question 3 (Which approaches have been taken to prevent and respond to these behaviours?) and research question 4 (To what extent have these approaches proved effective?)

Section 5 offers three key messages from the study as a whole for Qatar, addressing research question 5 (What specific recommendations follow from the findings that could be used in Qatar in planning for the World Cup in 2022, and where are the opportunities for further research?), and suggests ways forward to make use of evidence-building opportunities presented by the 2022 World Cup.



## 2 Study approach, strengths and limitations

**The study employed methodologically robust approaches to learn from both previous academic research and the experience of and insights from practitioners, academic experts, representatives of fan associations and other stakeholders.** To address the research questions we applied three primary methods:

- Transparent and systematic reviews of academic and grey literature (**Reports 1 and 2**) alongside quasi-systematic document reviews of policy and media sources.
- 35 interviews conducted with Qatari and international experts and stakeholders.
- Case studies to explore specific topics in greater depth and to identify possible lessons for Qatar. The selection of case study topics was based on the gaps identified in the initial two literature reviews, as well as consultation with Qatar University and other stakeholders in Qatar to identify areas of interest that would add value to those planning for Qatar 2022, and beyond.

The study had four phases, illustrated in Figure 1, and these took place between October 2017 and December 2018. The study methods are described further in Annex A of this report, and described in detail in each of the eight reports.

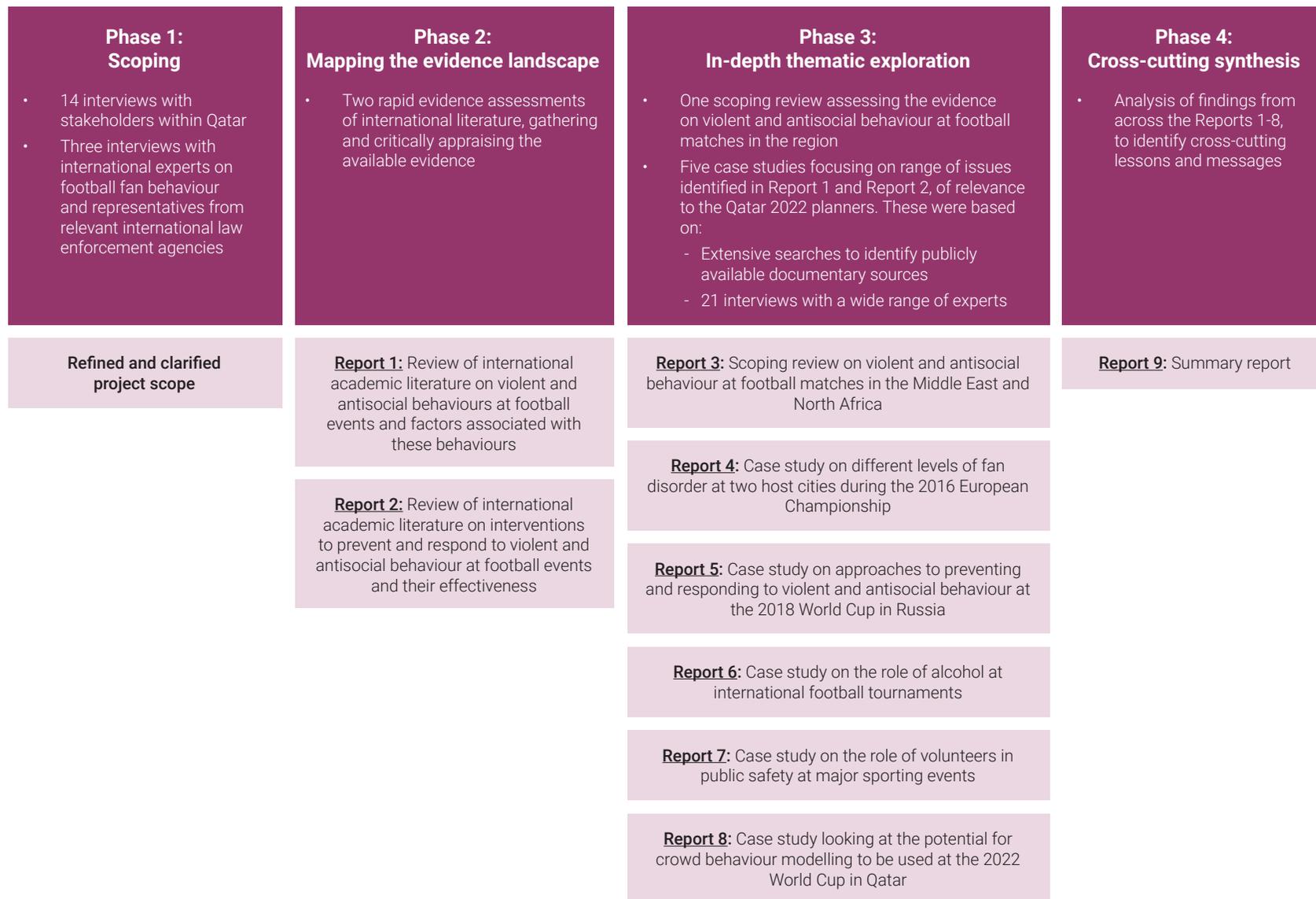
**The study sought and analysed the most relevant evidence for the Arab and Gulf**

**region.** Much of the information about violence and antisocial behaviour at sporting events identified in the study is from Europe. Aware of the distinctive cultural, religious and social situation in Qatar, the study approached questions about the generalisability of the evidence carefully. Specific steps were taken to ensure that all possible information and evidence were collected from the region (for example, searching for information in Arabic sources and seeking interviews with experts in the region). As explained below, sources from the region are limited and this was fully taken into account in identifying lessons for Qatar 2022 as well as areas for future research.

**This study is the first to draw together and critically assess evidence about violence and antisocial behaviour at international football events from a variety of sources in publically available reports.** This study makes a number of key contributions to the research field generally, and to those planning World Cup events specifically:

- *To our knowledge, it is the first attempt to review and synthesise the breadth of academic research on violence and antisocial behaviour at international football events in published reports.* This is an important step, as it facilitates a clear assessment of what is known and where further work is needed.

Figure 1. Phases of the research study



- *It provides a critical assessment of the quality of research evidence and therefore its utility for those hosting international football events.* This study goes beyond identification and description of research that has been conducted, and makes an assessment of whether the research produces reliable findings, grounded in robust methods, which can act as a basis for policy and decision-making.
- *It goes beyond documentary sources and provides key insights from international experts.* Overall, there is relatively limited previous research into this topic published in academic journals or research reports. This study addresses this gap by gathering information and views from individuals with direct and relevant experience of planning and managing international football events.
- *To our knowledge, it is the first published study to ask about the relevance of the current evidence base to the Gulf region.* In each of the nine reports produced, including this summary, the research team has interrogated the available information to determine its potential applicability for

those organising Qatar 2022, as well as its value more widely to inform the planning of major football events in the region.

**The limitations of the study largely stem from information and data gaps.**

There is very limited systematically collected and publically available quantitative information about the nature and prevalence of the behaviour of crowds (although it is likely that relevant non-public data have been collected by law enforcement agencies or other bodies). There are also relatively few empirical research studies that test the causes and drivers of violent and antisocial behaviour at football events or evaluate, in a robust way, the effectiveness of responses to such behaviour. The research that has been conducted typically looks at single matches or tournaments, from which it can be hard to generalise. And, as mentioned above, there is particularly sparse information about the Gulf region.

The following sections of this report summarise the findings from across all the outputs of this study in relation to each of the main research questions.



# 3 Nature, prevalence and factors associated with violent and antisocial behaviours

This section draws together our findings in relation to research questions 1 and 2:

1. What has been the nature and prevalence of violent and antisocial behaviours among populations watching and attending major sporting events, in particular international football matches?
2. What factors are associated with these behaviours and what is the nature of the association?

**There is a paucity of systematic data about the prevalence of harmful fan behaviours, and about the factors associated with such behaviours.** The identified research, set out in **Report 1**, tends to present evidence about specific events or instances of fan disorder, making it difficult to gain a strong understanding of either how common or typical violent and antisocial behaviours at football events are, or the factors associated with these behaviours.

**In relation to drivers of violent and antisocial behaviour at football events, the available evidence indicates that no single factor is responsible.** Notwithstanding the limitations of that evidence, our initial review (**Report 1**) gathered and critically appraised research on the antisocial and violent behaviours that have

been witnessed in relation to football events, such as *verbal abuse, destruction of property, acts of vandalism and assault*. It also explored the factors that have been associated with antisocial behaviour among football fans, which include:

- *The influence of alcohol*, which may be a contributing factor to violent and antisocial behaviour, although the causal relationship between alcohol and hooliganism is unclear.
- Internal and external or relational *psychological factors*, such as rushes of adrenaline and a sense of meaning gained through these behaviours, and capacity to self-regulate emotions.
- *Sporting rivalries*, which have been shown to increase aggression among fans.
- *Socio-political factors*, such as high unemployment, repression by state agents and ethnic/nationality tensions.
- *Spatial factors*, particularly given that large numbers of football fans may travel to a football tournament host city with no intention of attending a match, but instead congregate in public spaces and fan zones.
- *Situational and atmosphere-related factors*, including the day of the week on which the match is held, the match venue, the kick-off

time, crowd size and the size of support groups in attendance.

- *Fan reaction to play*, for example a team's performance on the pitch and their style of play, as well as fans' expectations of the result.

However, while the identified studies consider specific factors driving fan behaviour, the available evidence supports the notion that no single factor can be found to be responsible for violent or antisocial behaviour by fans at football events. Rather, multiple factors are often in play simultaneously.

**There is particularly limited evidence about the prevalence and drivers of football-related violence and antisocial behaviour in the MENA region and at international tournaments.**

As explained in **Report 1**, much of the available evidence relates to football events in Europe and to domestic rather than international tournaments. Because little evidence from the MENA region was identified in the initial reviews, the research team conducted an additional review, employing Arabic- and English-language searches of academic, grey literature and media databases from the region and using a lower threshold for inclusion in

relation to the quality of the research (**Report 3**). This review provided some additional information, but the overall evidence base was still found to be sparse. While the themes relating to drivers of violent and antisocial behaviours identified in this research can be mapped against the themes emerging from **Reports 1 and 2**, such as political frustrations, unemployment and the existence of sporting rivalries (see below), the nature and intensity of these drivers appears to differ across regions.

**There is insufficient evidence to draw firm conclusions about the role of alcohol in influencing fan behaviour at football events in the region.**

Questions about the consumption of alcohol at international sporting events are relevant to the research activities covered in **Reports 1, 3 and 6**. None of these reports identified region-specific information, but they highlight the considerable variation across the region in the availability and consumption of alcohol at football events, and in the expectations of fans from different parts of the world in relation to the availability of alcohol. **Report 6** reflected on the significant cultural differences in attitudes towards alcohol across and within countries, which may limit transferability of findings.

# 4 Preventing and responding to antisocial and violent behaviour

This section draws together our findings in relation to research questions 3 and 4.

3. What approaches have been taken to prevent and respond to these behaviours?
4. To what extent have these approaches proved effective?

**A range of strategies has been used to counter antisocial behaviour at football matches.** A considerable amount of information about approaches to prevent and respond to crowd disorder was identified and outlined in **Report 2**. We grouped these approaches into four categories, which are discussed in more detail below:

- *Organisation of the venue* – e.g. equipping stadiums with cameras, seating-only arrangements.
- *Organisation of the events* – e.g. arranging transport for visiting fans, early kick-off times.
- *Approaches to policing* – e.g. dialogue-based policing, police liaison teams.
- *Laws, policies and partnerships* – e.g. higher penalties for hooliganism, cooperation with fan associations.

**Evidence about the effectiveness of these interventions is not conclusive.** Most of the information identified *described the use* of preventative and responsive strategies, but did not allow conclusions to be drawn about *whether they actually had a preventative effect or reduced violence*. The review did find evidence of effectiveness pertaining to a subset of identified interventions. Of the studies involved, the majority suffered from methodological limitations, which means that the findings cannot necessarily be relied upon by those deciding which strategies to employ at Qatar 2022 or other tournaments. Only four studies identified in the review were assessed as being based on a relatively robust methodological design.

**The use of security cameras, mandatory transport arrangements for visiting fans and early kick-off times appear to be effective in reducing violence and antisocial behaviour.**

These measures were found to be effective in reducing disorder, although security cameras and transport measures were discussed by only one study each. Early kick-off times were found by two studies to result in reductions in antisocial behaviour.

### Crowd modelling case study (Report 8)

A topic explored in the evidence reviews (**Reports 1 and 2**) was the impact of spatial factors in determining crowd behaviour. Evidence emerging from the reviews indicated that crowd management strategies targeting these factors can be effective in reducing violence and antisocial behaviour.

One tool that can be used by event planners and other relevant stakeholders is crowd behaviour modelling, or CBM. This is the practice of simulating and predicting pedestrian movements using specialist modelling software, which can capture the complex cultural, individual and environmental differences in how people move in a space. Our case study explored the use of CBM to inform the physical design of public spaces such as football stadiums and public transit terminals and the management of people and crowds within these spaces.

The case study was informed by interviews with five international experts on CBM, a targeted review of relevant academic and grey literature, and desk-based research to examine relevant tools and applications.

Potential applications of CBM include bespoke crowd management approaches for Qatar 2022, for example undertaking modelling in areas where it is expected fans from a range of cultural traditions, with different and norms about behaviour and movement in crowds will congregate, such as fan zones and public transport stations. Such an approach could be used to better predict and manage crowd behaviour in ways that minimise the possibility of violence and antisocial behaviour.

**Policing approaches aimed at establishing dialogue and positive lines of communication with fans look promising.** Some 15 identified studies (described in **Report 2**) found that policing methods that try to cultivate mutually respectful relations between fans and police were effective. However, while the findings from all these studies point in the same direction, the evidence is largely based on

observations and qualitative interviews, typically building on a limited number of matches and consultations. Furthermore, evidence presented in the case study on violence at Euro 2016 (**Report 4**) suggests that police forces also need a range of tactics, require sufficient resources, and need to be prepared to scale up their activities should the situation require it.

### Volunteering case study (Report 7)

A case study on the role of volunteers at major sporting events, specifically in relation to public safety, was carried out as part of this study. In the absence of any robust evaluations of volunteering programmes at international football events in relation to public safety, the case study was based on interviews with five experts with recent experience of managing volunteer programmes at major sporting events.

The findings support those from the initial evidence review (**Reports 1 and 2**) and from the case studies on the Russia 2018 and Euro 2016 tournaments (**Reports 4 and 5**): that facilitative, low-intensity approaches to managing crowds can be very effective in maintaining public safety and encouraging positive spectator behaviours. Key messages from the case study on volunteers are:

- Volunteers can make an important contribution to the hosting of a safe and enjoyable event.
- Advice and warnings provided to spectators by volunteers may be better received (and result in increased cooperation) than warnings given by security guards or other figures of authority.
- Volunteers can ease confusion and anxiety among visitors who may need directions or arrangements for medical assistance.
- Volunteers can monitor crowd behaviour and dynamics, feeding back information and concerns to event management in real time.

### Mixed evidence is available for the effectiveness of banning orders that place prohibitions on entry to football grounds and/or match-day travel by high-risk supporters.

Interviewees (primarily representatives from law enforcement agencies) consulted as part of the case studies on Euro 2016 in France (**Report 4**) and the 2018 World Cup in Russia (**Report 5**), perceived banning orders to be effective in reducing disorder. Quantitative analyses of existing data, however, have not established a firm link between the use of such orders and reductions of violence and antisocial behaviour.

**Fan registration schemes were not shown to be effective in two identified evaluations, but were perceived by experts to have contributed to the safe hosting of the 2018 World Cup in Russia.** Two methodologically robust studies from the UK and Italy, outlined in **Report 2**, did not find any effect on levels of violence or antisocial behaviour as a result of schemes

that require fans to register before they can purchase tickets to matches. However, anecdotal evidence from interviewees gathered in the Russia 2018 case study (**Report 5**) suggests that the 'Fan ID system', which was linked to tourist visas for foreign visitors, was effective in identifying known troublemakers and barring entry to them, thus reducing the risk of violence and disorder during the tournament.

**Wholesale alcohol bans have not been shown to be effective in reducing or preventing antisocial and violent behaviour.** None of the three identified studies examining the effect of bans on the possession and consumption of alcohol – within stadiums, city-wide bans and while in transit to the stadium – found any positive results (as discussed in **Report 2**). This finding was reinforced by insights from the case study on the role of alcohol at international football events (**Report 6**) and the strategies that have been deployed to

minimise problems linked to alcohol. The case study described a range of alcohol control strategies that have been implemented at previous international events, both inside and outside stadiums, but we did not identify robust evidence for the effectiveness of these strategies in reducing or preventing antisocial and violent behaviour.

**No evaluations of strategies to prevent and respond to violent and antisocial behaviour in the MENA region were identified.** In relation to approaches taken to prevent and respond to violent and antisocial behaviour at football events in the MENA region, our review (**Report 3**) found that discussions around these strategies have been largely speculative, based on opinions rather than evidence.

**Lessons from strategies pertaining to alcohol from outside the MENA region may not be directly transferable to the Qatari context.** Existing alcohol restrictions in Qatar and the absence of unsanctioned sources of alcohol may make alcohol control strategies more effective. However, evidence gathered in **Report 6** indicates that planned alcohol restrictions should be communicated to both visiting fans and local stakeholders well in advance of a sporting event; alcohol policies may play a role in fans' decisions about whether to attend such an event.

**Some promising practices can be drawn from the 2018 World Cup in Russia and Euro 2016 in France.** The practical application of alcohol-related strategies was analysed in two case studies involving major football tournaments that had markedly different outcomes in terms of levels of fan disorder:

- The 2018 World Cup in Russia (**Report 5**): This tournament passed with minimal

reported disorder. The case study focused on the factors that may have contributed to the relative absence of violent and antisocial behaviour reported at the tournament.

- The 2016 European Championships in France (**Report 4**): This competition received extensive media coverage for sporadic outbreaks of violence and disorder over the course of three days in the city of Marseille. This case study looked at the possible reasons for this, by contrasting the disorder in Marseille (between Russia and England supporters and locals) with the relatively more peaceful matches in and around Lille which took place only days later, involving the same teams.

We identified no empirical evaluations of these events with robust designs, so the case studies gathered evidence from interviews with academic experts on policing and fan behaviour, representatives from European fan associations and practitioners involved in the organisation and management of football matches. Findings from these interviews were supplemented by searches for documentary sources.<sup>1</sup>

It is not possible to conclude from these case studies that the approach taken by police and organisers was the key factor causing or preventing antisocial behaviour – these events (and in the case of Marseille and Lille, each of these cities) have different histories and social and political contexts in relation to fan disorder. Instead, the case studies have allowed experts to reflect on what they considered to be important and influential features of these events, *taking into account their nature and*

<sup>1</sup> Searches for relevant English-language media coverage and grey literature, and (for the Euro 2016 case study) searches of French-language media sources and French local and national government and police websites for relevant reports and statements.

contexts, and therefore highlight potentially promising practices.

The views from interviewees in both case studies point to the following good practices and lessons that may be relevant to the organisers of Qatar 2022:

- **International police cooperation.**

Interviewees reported that sharing information about and controlling entry by identified troublemakers, and allowing liaison officers from foreign police forces to interact with their country's supporters, facilitate positive fan behaviours, and feed back intelligence in real time to local security officials, were important elements of the effective policing approaches in Russia and Lille. The apparent limitations of such cooperation and information-sharing in Marseille were generally agreed by all parties to have contributed to the disorder in that city during Euro 2016, although explanations for the lack of effective cooperation vary across the stakeholders.

- **Dialogue-based, low-intensity approach to policing.**

There was consensus among interviewees that the approach taken by the Russian police was effective in terms of maintaining public safety and not interfering with fans' enjoyment of the event. In contrast, policing tactics in Marseille were generally characterised by interviewees as high intensity and reactive rather than proactive, with at times (in the view of our interviewees) indiscriminate

use of force. The effect of these tactics was thought to be linked to escalation of the disorder. It is important to remember that the details of the policing response are contested, with little robust and publically available evidence on the drivers of the disorder beyond stakeholder interviews. Furthermore, the Marseille authorities have described their tactics as sufficient and proportionate.

- **Proportionate and consistent security arrangements at stadiums.**

In Russia, it was noted by interviewees that there were common rules across venues in different cities in relation to the practical arrangements for arriving at and entering stadiums. These included: rules about the items that fans could take into the stadium; the availability of cloakrooms where fans could deposit articles not allowed into the stadium; and processes for security screening. In France, the available evidence pointed to the importance of proper searches of ticket holders for prohibited items; adequate segregation of fans inside stadiums; and well-trained and supported stewards.

- **Some restrictions on the sale and consumption of alcohol,** while offering access to alcoholic beverages at stadiums and other designated areas. However, the effectiveness of these regulations in relation to preventing violent and antisocial behaviour was not clear from the available evidence across the two case studies.



# 5 Key lessons for Qatar and next steps

5. What specific recommendations follow from the findings that could be used in Qatar in planning for the World Cup in 2022, and where are the opportunities for further research?

Each of the eight reports comprising this study concludes by highlighting the relevance of its findings for those planning Qatar 2022. In this summary, an overall analysis and synthesis of the answers to the research questions suggests three key lessons:

**While there is no single factor that causes disorder in football crowds, evidence suggests that some interventions can be effective in preventing and responding to violent and antisocial behaviour. This means that host nations should be able to take practical steps to minimise the chances of disorder during a tournament.** The research base (despite its limitations and predominant focus on European and/or domestic football) and experts in the field strongly suggest that risks of violence and social behaviour are increased when fans' movement is impeded by disproportionate or inconsistent policing and security tactics, queues and delays for stadium entry.

**There is a menu of 'promising practices' that event organisers can consider.** In terms of policing tactics, lessons from the wider literature and the 2018 World Cup in Russia

indicate that low-intensity policing approaches are associated with more peaceful crowds. Such approaches are based on building relationships with fans and make use of intelligence-sharing and cooperation between law enforcement agencies in different countries – both in advance of and during an event. The effectiveness of these strategies will be dependent on context and the nature of the crowds. However, emerging evidence suggests that they offer a positive way forward and are candidates for further testing. This study has also highlighted that the use of volunteers to support event security is widely seen as a vital element of an effective security approach. Advice and warnings provided to spectators by volunteers may be better received (and result in increased cooperation) than warnings given by security guards or other figures of authority. Volunteers can be deployed to monitor crowd behaviour and dynamics, feeding back information and concerns to event management in real time.

**There are opportunities for further research before, during and after Qatar 2022.** While evidence gaps create challenges for those planning the next World Cup, the event provides a unique chance to plan a strategic portfolio of data collection, analysis and empirical social research. Based on the research gaps identified in this study, Table 2 highlights possible areas in which research could be useful for planning Qatar 2022. This is intended as a starting point

to stimulate ideas, rather than a comprehensive programme of study.

There is also the potential for this research to be conducted in partnership between

academic researchers, policymakers and other stakeholders in Qatar and the wider MENA region.

**Table 2. Opportunities for future research**

<b>Before the event</b>	<ul style="list-style-type: none"> <li>• Expert assessment of the transferability of findings from this study to the Qatari context.</li> <li>• Exploring the use of crowd behaviour modelling in the design of stadiums, fan zones and other physical spaces.</li> </ul>
<b>During the event</b>	<ul style="list-style-type: none"> <li>• Systematic collection of quantitative data on crowd composition and behaviour, which could be analysed in real time to inform management approaches during the event and could be subject to analysis after the event to learn lessons and inform future planning. This could provide insight into the types of behaviour to be expected at future events, as well as factors driving that behaviour.</li> <li>• Qualitative data collection to capture fans' perceptions of the event security and the drivers for any areas of dissatisfaction.</li> <li>• Research to explore the impact of the use of volunteers. This could range from qualitative data collection to capture fans' and volunteers' perceptions, to an evaluation with a more ambitious design comparing matches using and not using volunteers.</li> <li>• Creating a record of the crowd management strategies actually used at Qatar 2022 matches, and the context in which they were used.</li> </ul>
<b>After the event</b>	<ul style="list-style-type: none"> <li>• Analysis of quantitative and qualitative data collected during the event to further understand the prevalence and drivers of violent and antisocial behaviour, and the effectiveness of crowd management in preventing and responding to these.</li> <li>• Comparisons between crowd behaviour and levels of violence and disorder at Qatar 2022, with those at other sporting events held in the MENA region, other World Cups or other international sporting events across the world.</li> </ul>

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### Report 5:

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### Report 8:

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### Report 9:

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## Annex: study methods

This annex provides further details about the data collection methods employed in the three main phases of the study (see Figure 1). Further information can be found in each of the eight study reports.

### **Stage one: Scoping and validation interviews with Qatari and international stakeholders.**

During the inception stage of the study, key informant interviews were carried out with 14 Qatari stakeholders – from the Supreme Committee for Delivery and Legacy, government, sporting agencies, civil society organisations and academia – on research needs in relation to Qatar’s planning for the World Cup in 2020. In addition, three interviews with experts on football crowd behaviour and safety from European law enforcement agencies were conducted. These interviews were used to identify research needs and existing evidence gaps, in order to refine the scope and policy relevance of the project, and to inform the selection of case studies and the specific themes explored within them. Over the course of the study, the research team continued to engage with these key informants to seek Qatari data sources and to validate emerging findings where necessary. The interviews were undertaken on an anonymous basis, with written notes taken.

**Stage two: Review and critical assessment of the existing research evidence.** The first outputs from the research were two ‘rapid

evidence assessments’ – reviews of existing literature employing transparent and replicable search approaches, but with a narrower scope than a full systematic review. *Violent and Antisocial Behaviours at Football Events and Factors Associated with these Behaviours: A Rapid Evidence Assessment (Report 1)* addressed the first two research questions of this study; *Violent and Antisocial Behaviour at Football Events: Review of Interventions (Report 2)* addressed the third and fourth research questions. These reviews provided the basis for the rest of the study, mapping the research and evidence landscape. The methods employed for both reviews involved the following steps:

- 1. Identify search terms, databases to search and other aspects of the search strategy.** Building on the initial scoping interviews, preliminary searches on selected academic and grey literature databases were undertaken to identify which databases and search engines should be searched, and the search terms that could be entered to ensure that the most relevant sources were identified. The research team also made decisions about the time frame of the search and drew up inclusion criteria specifying what kinds of sources should be included. The search strategy is fully reported in the reports.
- 2. Conduct the search and systematically extract information from the identified**

**sources.** We put the search strategy into practice, resulting in a long-list of sources on the topics of interest. These were screened to remove irrelevant results. The remaining papers were read by the research team and relevant information from each was recorded in a data extraction template, grouped by theme – which enables all the findings and results from different studies to be analysed.

- 3. Critical assessment and synthesis.** In the final stage, the research team assessed the strength of each source. Findings from the sources were analysed to identify key themes relevant to the research questions and a narrative synthesis of these themes was produced.

**Stage three: six case studies exploring tools, strategies, policies and previous international football events.** Having completed the evidence reviews, the research team identified, in close consultation with Qatari stakeholders, six topics where a more in-depth exploration of

a relevant issue would add value and support planning for 2022. The data presented in the case studies were gathered from:

- 1. Extensive searches to identify publicly available documentary sources.** These sources included academic research, media reports, official policies and reports from governmental organisations, and reports from national and international law enforcement agencies and football governing bodies.
- 2. 21 interviews with a wide range of experts.** Interviewees included policing practitioners involved in the organisation and management of football matches, academic experts working on football-related violence and antisocial behaviour research and in-crowd safety and management more broadly, representatives of fan associations, and practitioners with extensive experience in managing different aspects of major sporting events.