

Training Package for Stewarding at Football Grounds

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Training Module No. 7

Dealing with Racism and Disability Discrimination

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Racism and Disability

- **Dealing with Racism**
 - what is racism?
 - what to do about racist incidents?
 - implications of your actions
- **Disability Discrimination**
 - disabled persons and the law
 - making reasonable adjustments
 - Health and Safety
 - impact on clubs and stewards

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Dealing with Racism

- **What is racism?**
- **What to do about racist incidents?**
- **Implications of your actions**



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What is Racism?

- **Definition and history**
- **Outline of the law**
- **Racially offensive terms**
- **Role of stewards**



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Definitions of Racism

- **Racism is the belief that people are inferior, because they are:**
 - a different colour, or
 - from a different country or part of the world, or
 - have different religious beliefs
- **Racism is a prejudice or judgement which is based solely on ignorance.**



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Racism in Football

- Years of racist abuse
- Players speaking out
- Players leaving the game
- Racism still a problem
- Players being abused
- Ethnic minority fans
 - Match day experience
 - Low numbers attending



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What the Law Says ...

Chanting of a Racialist Nature

- **'Chanting'**
 - Repeated uttering of words
 - **Whether alone or with others**
- **'Racialist'**
 - Threatening, abusive, insulting
 - colour, race, nationality, ethnic or national origins



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Racist Expressions?

'Nigger'

'Gypo'

'Darky'

'Yid'

'Coloured'

'Paki'

'Coon'

'Chink'

'Black ***'**

'Half-caste'

"I'd rather be a Paki than a"

"You're just a town full of Pakis"



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The Role of Stewards

- **Responsible for maintaining a safe and pleasant environment**
 - i.e. without fear of abuse
- **First point of contact for fans**
- **Ambassadors for the club**



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What Should You Do?

- **Expectations of stewards**
- **Action process**



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Expectations?

- **Fans**
- **Players**
- **Football Clubs**
- **Police**
- **The football industry as a whole**
- **The media**
- **Campaigners/community groups**
- **Local communities**



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A Message From The Club

WHITEHAWK FOOTBALL CLUB IS COMMITTED TO PROVIDING A SAFE AND WELCOMING ENVIRONMENT TO ALL SUPPORTERS.

A ZERO TOLERANCE POLICY IS ADOPTED TOWARDS RACIST, HOMOPHOBIC OR ABUSIVE LANGUAGE OR OFFENSIVE GESTURES.

THOSE EJECTED FOR SUCH BEHAVIOUR FACE POSSIBLE ARREST AND A SIGNIFICANT CLUB BAN.



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The Action Process: **LAAR**

- 1. Listen – be aware**
- 2. Assess the situation**
- 3. Act appropriately**
- 4. Report**



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1. Listen – Be Aware

- **Listen out yourself!**
 - individual chanting
 - group chanting
- **A report of racism?**
 - do be calm, courteous and sensitive
 - do listen to the complainant
 - do acknowledge the complaint
 - **do not ignore it or turn a deaf ear**



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2. Assess the Situation

- Hazards and Risks?
- Possible Courses of Action?
- Need for Back-Up or Advice?
- **Think about:**
- **What was said**
- **Who said it, and**
- **Who to.**



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3. Act Appropriately

- **Note Seat Number(s)/Location?**
- **Report to a Supervisor?**
- **Give Advice or Warning?**
- **Consider Ejection?**
- **Consider Arrest by Police?**
- **Consider Arrest by Steward-
basically we hand them over to the
police**

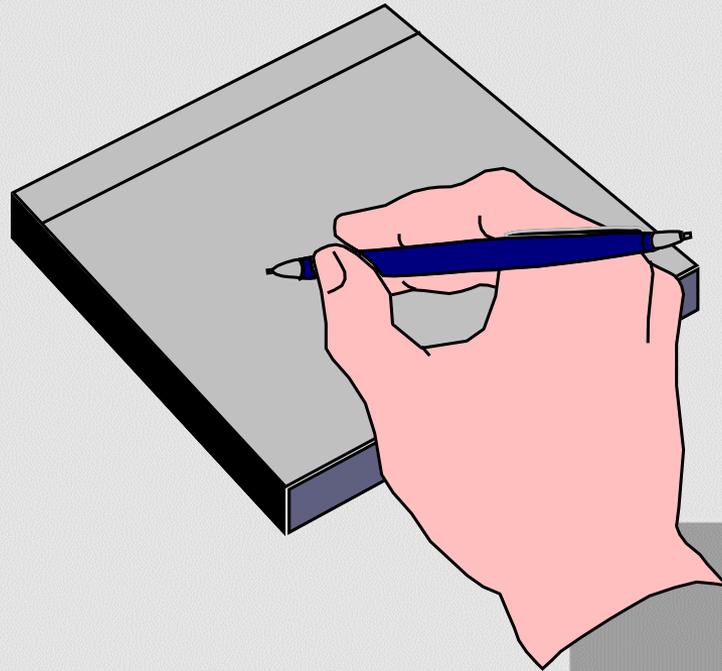


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4. Report



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Implications & Summary



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Summary

- **Racism is Still a Problem**
 - **It still exists in football**
 - **It spoils the match day experience**
 - **Complaints made every week**
- **Stewards – Role and Responsibility**
- **Stewards represent the Club who could be held responsible for your actions**
- **Expectation of Stewards**
- **RACISM CANNOT BE IGNORED**



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Making a Difference

- **Being ready to make a positive difference**
- **Being prepared to support the criminal justice process**



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You CAN Do It



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Courses of Action?

- You receive a complaint that one fan has been overheard making one potentially racially offensive comment
- You hear one fan shouting one racially offensive comment to a player
- You hear two fans continually shouting racist comments at opposing fans
- You receive a complaint that a large group of fans are continually chanting racist abuse at a player



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Reporting?

- **Offensive comment heard but not repeated – seat number taken**
- **Several offensive comments by two fans – assistance sought – ejected from ground**
- **Repeated abuse by one fan – assistance sought – ejected from ground**
- **Whole area singing racially offensive songs – Supervisor informed**



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Disability Discrimination

- **Disabled persons and the law**
- **Making reasonable adjustments**
- **Health and Safety**
- **Impact on clubs and stewards**

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Trainer's Notes

Disability Discrimination

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Disabled Persons & the Law

- **11 million disabled adults in the U.K.**
- **20% of the population**
- **Annual spending power of £40 billion**
- **Less than 8% of these use wheelchairs**
- **1 in 60 people suffer from sight problems**
- **1.5 million people with a learning disability**
- **1 in 4 people either has a disability or is close to someone who is disabled**

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The Law – the 'DDA'

- **Disability Discrimination Act 1995**
- **Part 3 – The Right of Access to Goods, Services and Facilities**
- **1996 - Not to Discriminate for a Reason Related to the Person's Disability**
- **1999 - Make Reasonable Adjustments**
- **2004 – Remove Physical Barriers**

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Breaking the Law

- **Refusing to provide a service to disabled customers that is offered to other customers**
- **Providing a lower standard of service than is offered to someone else**
- **Providing a service on worse terms**
- **Failing to make reasonable adjustments**

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Who is a Disabled Person?

- **Someone whose impairment makes it difficult for them to carry out normal day-to-day activities such as walking, carrying objects, hearing, seeing, speech or physical coordination**
- **The impairment must have lasted, or be expected to last more than one year**
- **Wearing of spectacles or contact lenses does NOT count**

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For Example

- **A person who uses a wheelchair or has difficulty in walking**
- **A deaf person**
- **Someone who has significantly impaired speech**
- **A blind or partially sighted person**
- **Someone with a learning difficulty**
- **Someone who has a mental illness**
- **Someone with a severe disfigurement**

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'Reasonable Adjustments'

- **Changing Practices, Policies and Procedures**
- **Providing Auxiliary Aids and Services**
- **Overcoming Physical Features**

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For Example

- **Club Policy and Procedures**
 - ‘We accept ticket applications from disabled people in their own preferred format’
- **Auxiliary Aids and Services**
 - Induction hearing loops
 - ‘At seat’ catering for wheelchair users
- **Overcoming Physical Features**
 - providing ramps, lifts, etc.
- **Removing Physical Features from 2004**

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Health and Safety

- **The DDA does not require a Club to do anything that endangers the health or safety of anyone, including disabled people**
- **It is valid to NOT provide a service, or to NOT make reasonable adjustments, if the effect would be to endanger the health and safety of other spectators, including other disabled people**

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Impact - Clubs & Stewards

- **Improving facilities and services is a legal requirement –not a voluntary or charitable act**
- **The law gives extensive rights to disabled people and it is vital that Clubs know the legislation and its implications**
- **Disabled people are aware of their rights and increasing numbers of cases of discrimination are going to the Courts**

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DDA – Impact on Stewards

- **If a Steward knowingly discriminates against a disabled person then the Club could become liable for that discrimination**
- **Some of the duties performed by Stewards could be regarded as auxiliary services under the Act**

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Do I Need to Remember?



- The Legislation?
- Statutory Duties?
- **NO YOU DON'T**

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But You Do Need To Know

- **Club policy and procedures with regard to the DDA - these may form part of the Club's customer charter**
- **Who is the Club's Disability Liaison Officer
Barbara Robinson**
- **Location of available facilities**
- **Disabled entry and exit in normal and emergency evacuation situations**
- **Communication with disabled fans in normal and emergency evacuation situations**

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Example Stewards Duties

- **Directing disabled people to appropriate entry gates**
- **Assisting disabled people from drop off points into the stadium**
- **Ensuring that disabled parking bays are correctly used**
- **Ensuring safe crowd flow through shops**
- **Supervising disabled toilet access**
- **Assisting access catering and other concourse facilities**

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Homophobic Abuse

What is Homophobic abuse?

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Homophobic Abuse

Homophobic abuse is when people behave or speak in a way which makes someone feel bullied because of their actual or perceived sexuality.

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Homophobic Language

- **Queer**
- **Poof**
- **Iron**
- **Faggot**
- **Shirt Lifter**
- **Does your boyfriend know you're here?**
- **You're too ugly to be gay?**

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Actions

- **Listen**
- **Identify individual**
- **Note what is being said**
- **Warn once**
- **Eject**

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End of Module Seven

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