



Crowd management and policing – fan behaviour and protests

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The historical context of crowd psychology

- Modern crowd psychology was born in 19th century France in context of social change
- Industrial revolution leads to social and political revolution
 - centralisation, urbanisation a shift away from aristocratic arrangements of social control
- Ruling elites lose contact with urban masses
 - fear emerging political ideologies of socialism
 - socialist revolution was a possibility across Europe
- Urban masses have no franchise
 - the crowd is only weapon of political change and resistance
 - crowd as object of middle class fears
- 'Riots' of this period were intergroup conflicts
 - had 'ideological' pattern
 - this pattern changes through the century from food riots to the Paris Commune.



Fear of the mass: fear of the crowd.

- Emerging ideologies of socialism and the enlightenment
 - threatened the interests and power of the capitalist / aristocratic elite.
- Fear of the mass
 - most evident in their fear of the crowd and its revolutionary power.
- Baron Haussmann's redesign of Paris
 - was to break up proletariat strong holds and allow for easy fields of fire.

'Classical' crowd theory

- Le Bon's group mind
 - Racial unconscious; anonymity, contagion and suggestion; mental unity & power Cannot explain the spontaneous ideological form of crowd behaviour.
 - A key requirement given the overwhelming evidence that crowds have norms that reflect socially determined beliefs (e.g. Woodstock)
- Decontextualise, reify and pathologise crowds
 - Ignore the importance of structural context and intergroup interaction; the complex social processes that must determine collective action.
 - cannot articulate how social determined beliefs and values drive spontaneous collective behaviour.
- (Protesters vs. Police?)



'Common Sense' Assumptions

01

Crowds become mobs & can contain troublemakers

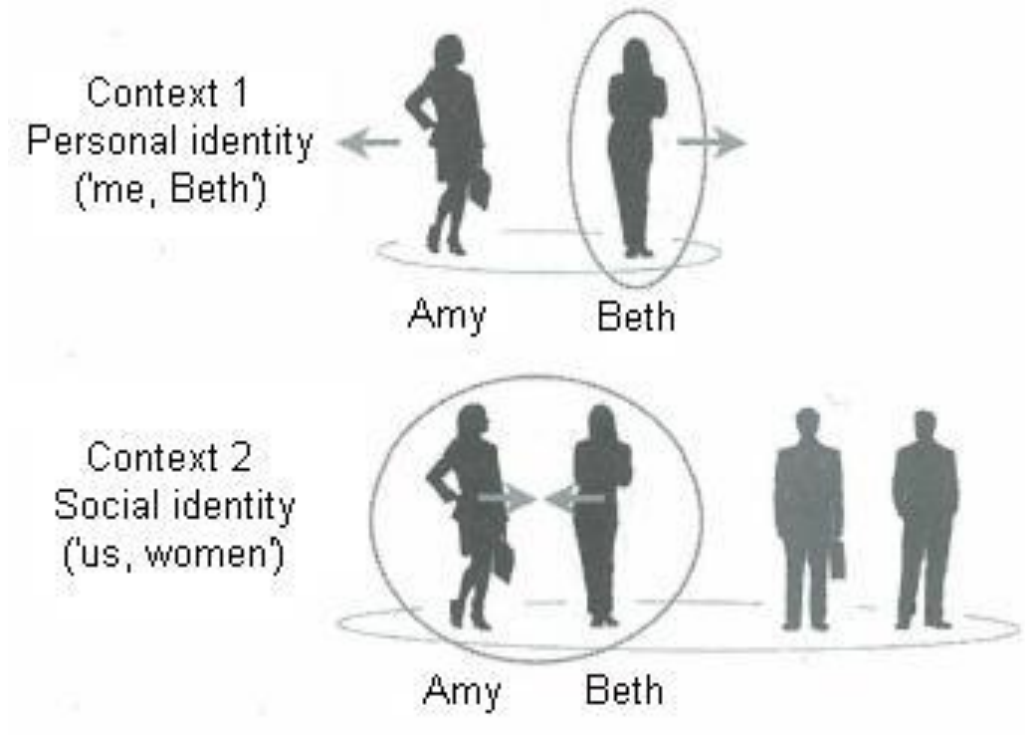
02

Crowds are easily influenced especially by troublemakers

03

Crowds are volatile and dangerous.

Rediscovering the
social group:
Who am I?



Groups and identity.

- Individuals belong to a variety of social groups
 - consequently may assume various different social identities from one situation to another .
 - The particular relevance (salience) of any specific identity is dependent upon context.
- A behavioural shift from individual to group behaviour.
 - When we see ourselves as a member of a group we will act upon, be influenced by and understand the world in terms of that group's norms.
 - act within, reinforce or change that social structure as agents of those social categories.





The Social Identity Approach

Crowd action as rational, meaningful and identity based response to the social context.



Identity, legitimacy and power: the micro-sociology of identity change.



Policing Crowds.





Perceived Legitimacy



Police coercion seen as illegitimate.



Identity change: emergent legitimacy of conflict.





Power as psychological unity in opposing police action.



Emergent
psychological
unity: legitimacy
of conflict,
empowerment &
influence.

Illegitimate

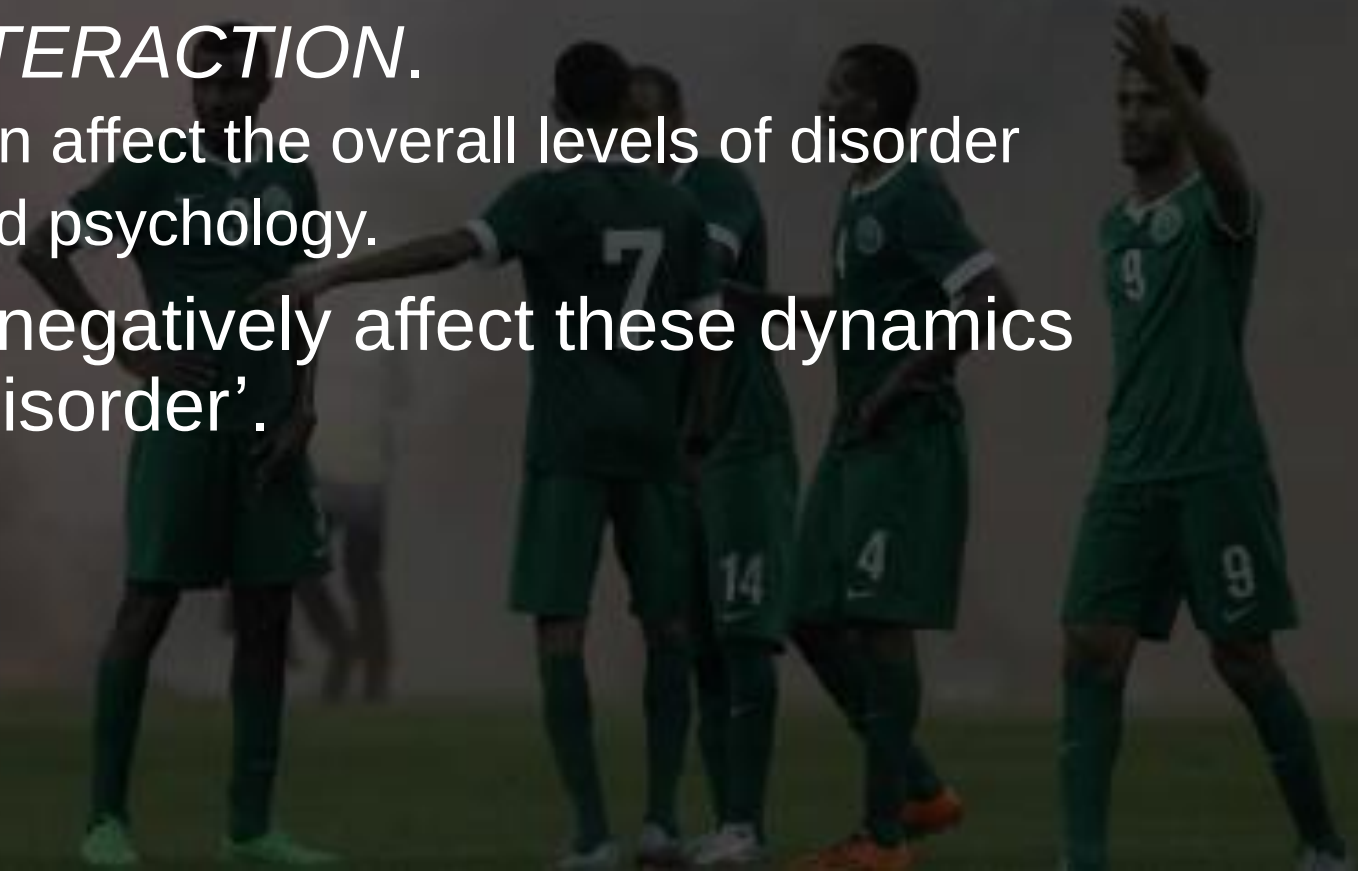


Hooliganism or managing football crowds?



Crowd dynamics & football related disorder

- Football events are not just about hooligans
 - they are crowd events and therefore subject to crowd dynamics.
- Crowd dynamics involve *INTERACTION*.
 - The patterns of interaction can affect the overall levels of disorder
 - group level dynamics of crowd psychology.
- Actions of the authority can negatively affect these dynamics and *INITIATE* widespread 'disorder'.



Knowledge

Become informed
about the culture of the
identities, sensitivities
and norms.

Facilitate

Orient the policing
toward facilitating the
legitimate intentions of
those identities.

Communicate

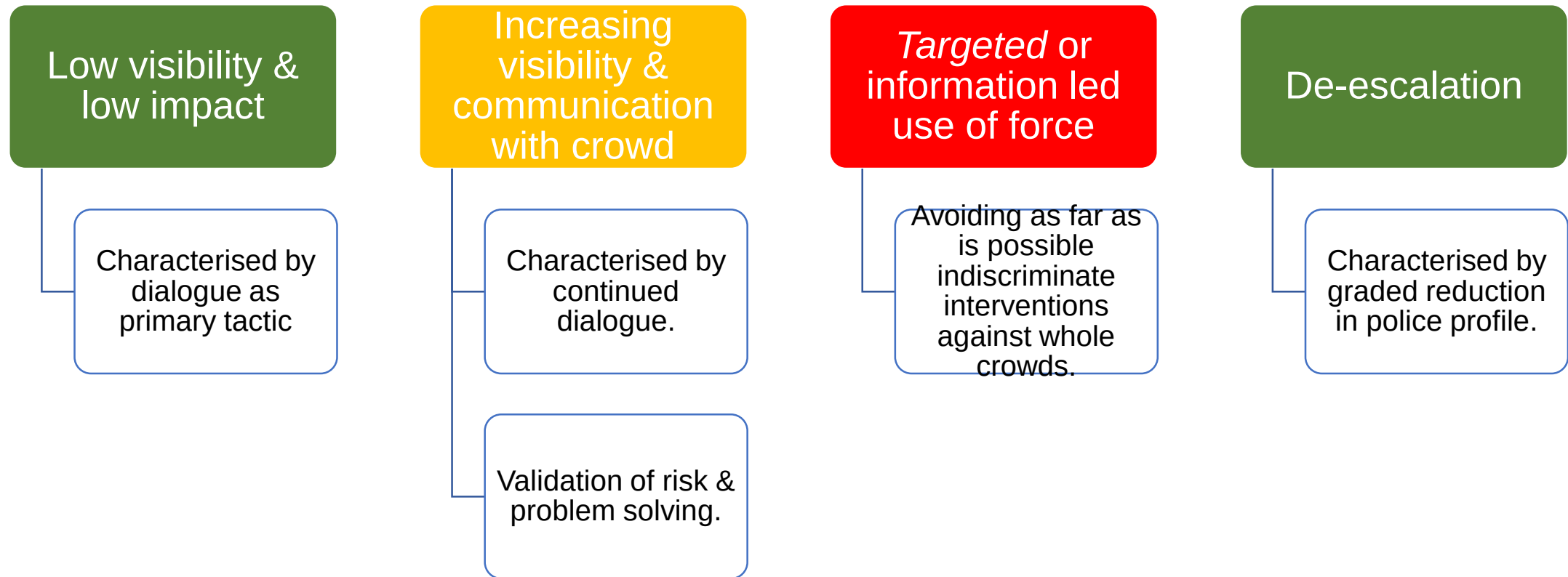
Be sure to
communicate with
participants throughout

Differentiate

If intervention is
necessary be sure that
it is correctly targeted

Crowd management principles.

A theory led model of good policing practice: *dynamic risk assessment & graded deployment*



A photograph of a large crowd at an outdoor event. In the foreground, a person in an orange shirt and a tall, pointed orange hat is seen from the back. To their right, two police officers in blue uniforms and high-visibility yellow vests are visible. The background is filled with many other people, some also wearing orange, suggesting a themed event or protest. The text is overlaid in white on the center of the image.

Legitimacy in the management of
crowds at Euro 2004:
The theory led graded tactical model









Positive transformation

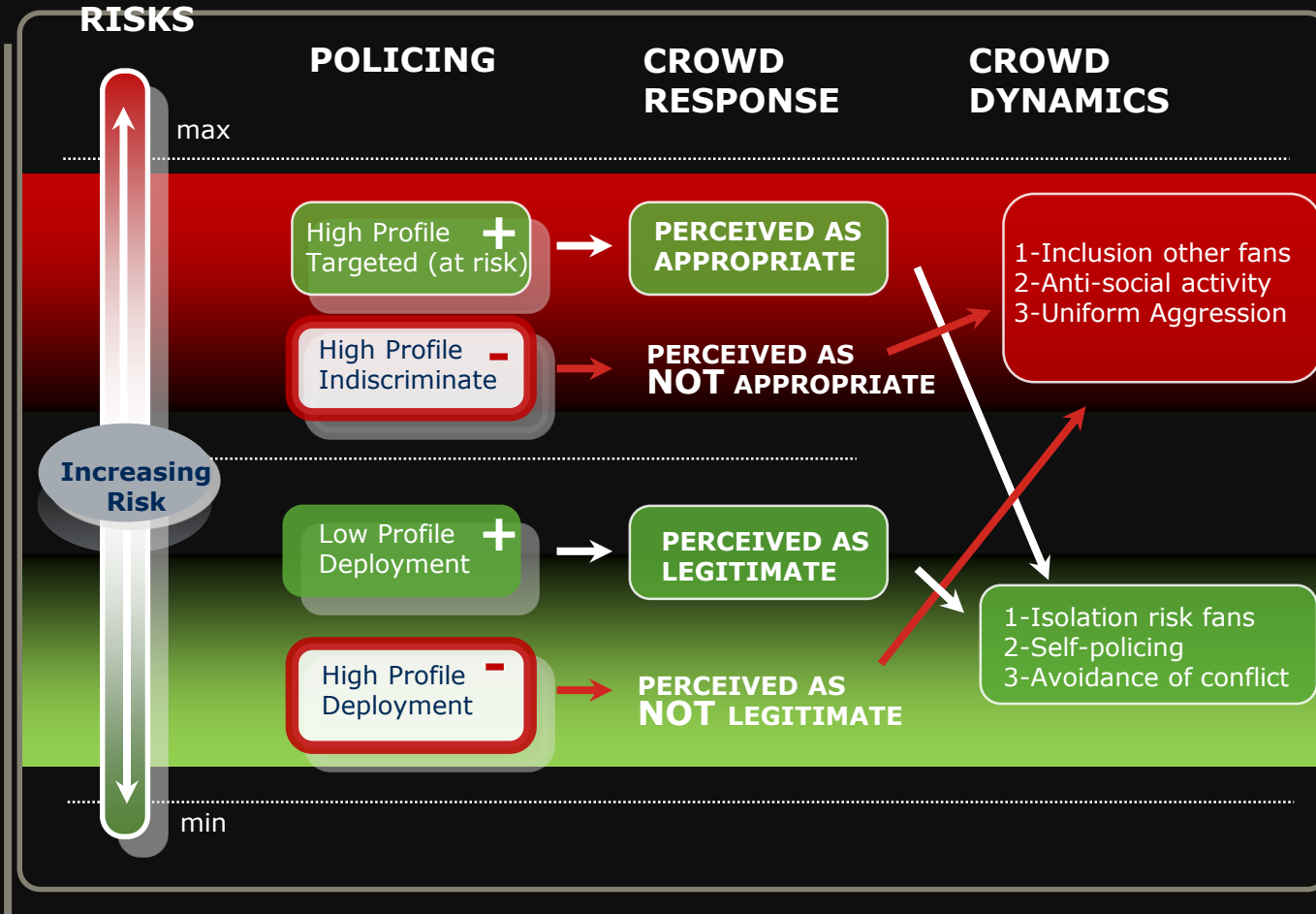
- No major incidents in areas under PSP jurisdiction.
- Crowd psychology & behaviour consistent with Science.
- Self regulation & 'hooligans' unable to influence crowds.
- Broader positive transformation between fans and police.





Understanding change

- Cultural transformation among high risk fans?
 - No major incidents in PSP areas
 - 1 England fan arrested for violence.
 - 965 during Euro2000 & 828 during WM2006.
- Incidents in areas under jurisdiction of the GNR.
 - Two 'riots' and 52 England fans arrested.
 - Policing consistent with reactive style.
 - Hooligans empowered & cycle of escalation occurred.





Pan-European Football Policing Training Project

COURSE MATERIAL

From ideas to training



Gothenburg 2001: A turning point.

The Special Police Tactic

- Centrally coordinated, nationally adopted and uniformly applied approach to the policing of crowds drawn from Danish Mobile Concept.
- Flexible situational adaptation: mobility via the use of small squads of officers moving in lightly armoured vehicles with clear chains of command.
- These units are trained in the use of high level force, utilise protective equipment (body armour, helmets, shields, batons, etc.) and are prepared to work in extremely dangerous and stressful situations such as riots.
- In the Swedish context these squads are commonly referred to by their radio call sign DELTA.
- Dialogue Police as an integral component.





An issue of rights, legitimacy and dialogue



Legitimacy & collective 'self-
regulation'

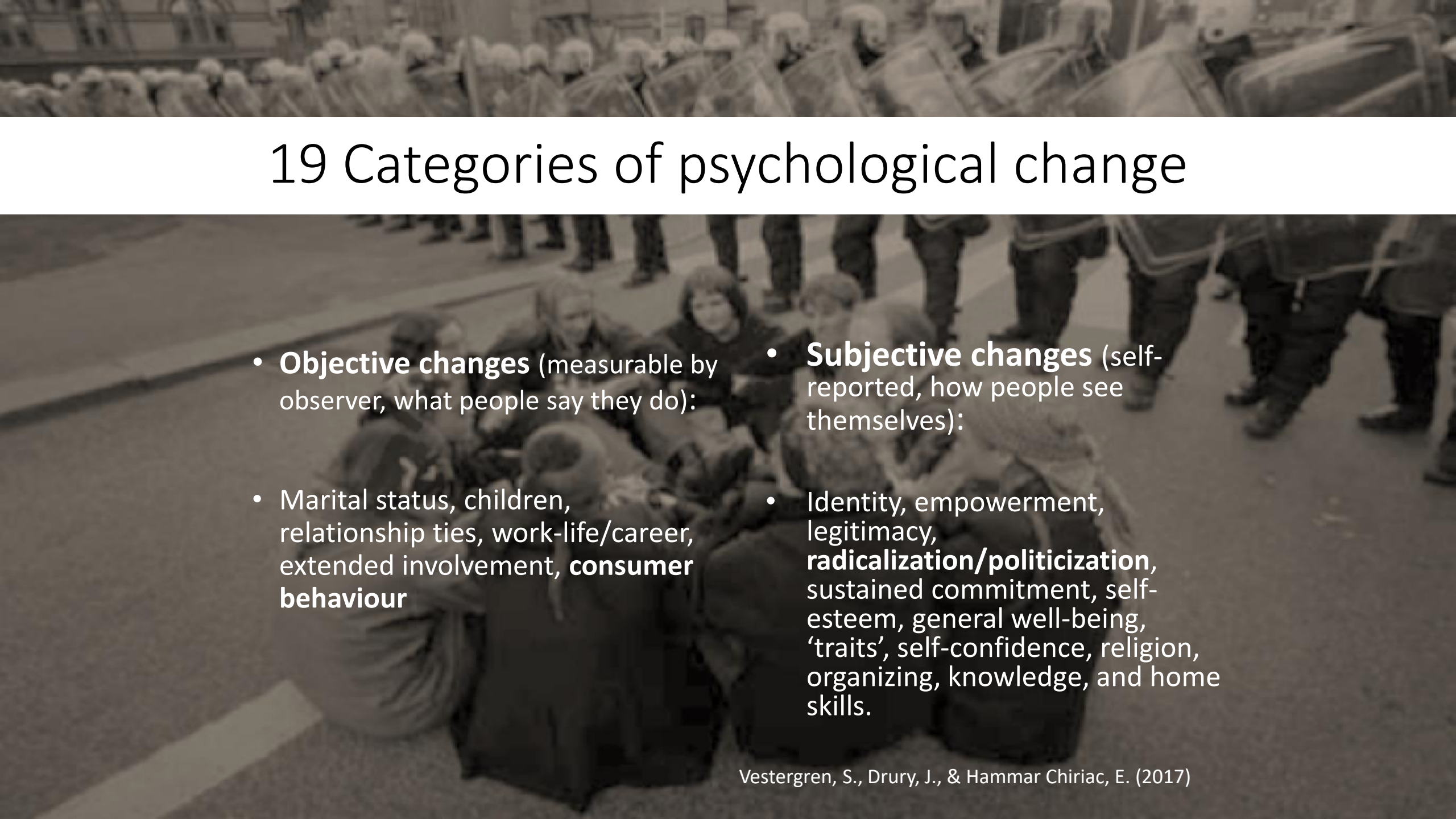
Empowerment of
'positive' fan culture.



Good hosting: a focus upon facilitation & dialogue not just surveillance and control.

What happens to the crowd members?





19 Categories of psychological change

- **Objective changes** (measurable by observer, what people say they do):
 - Marital status, children, relationship ties, work-life/career, extended involvement, **consumer behaviour**
- **Subjective changes** (self-reported, how people see themselves):
 - Identity, empowerment, legitimacy, **radicalization/politicization**, sustained commitment, self-esteem, general well-being, 'traits', self-confidence, religion, organizing, knowledge, and home skills.



Process

Interaction

- Intragroup interaction
- Intergroup interaction

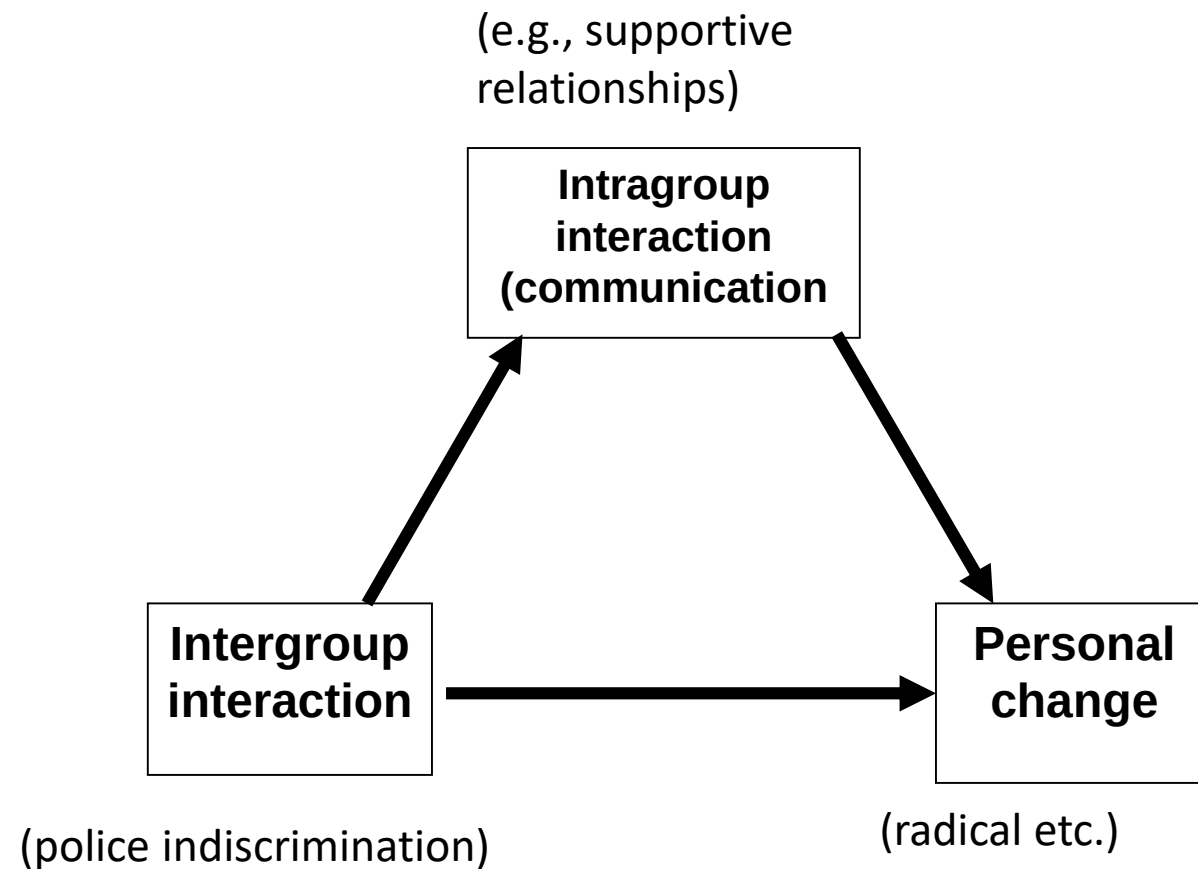
Process

Identity

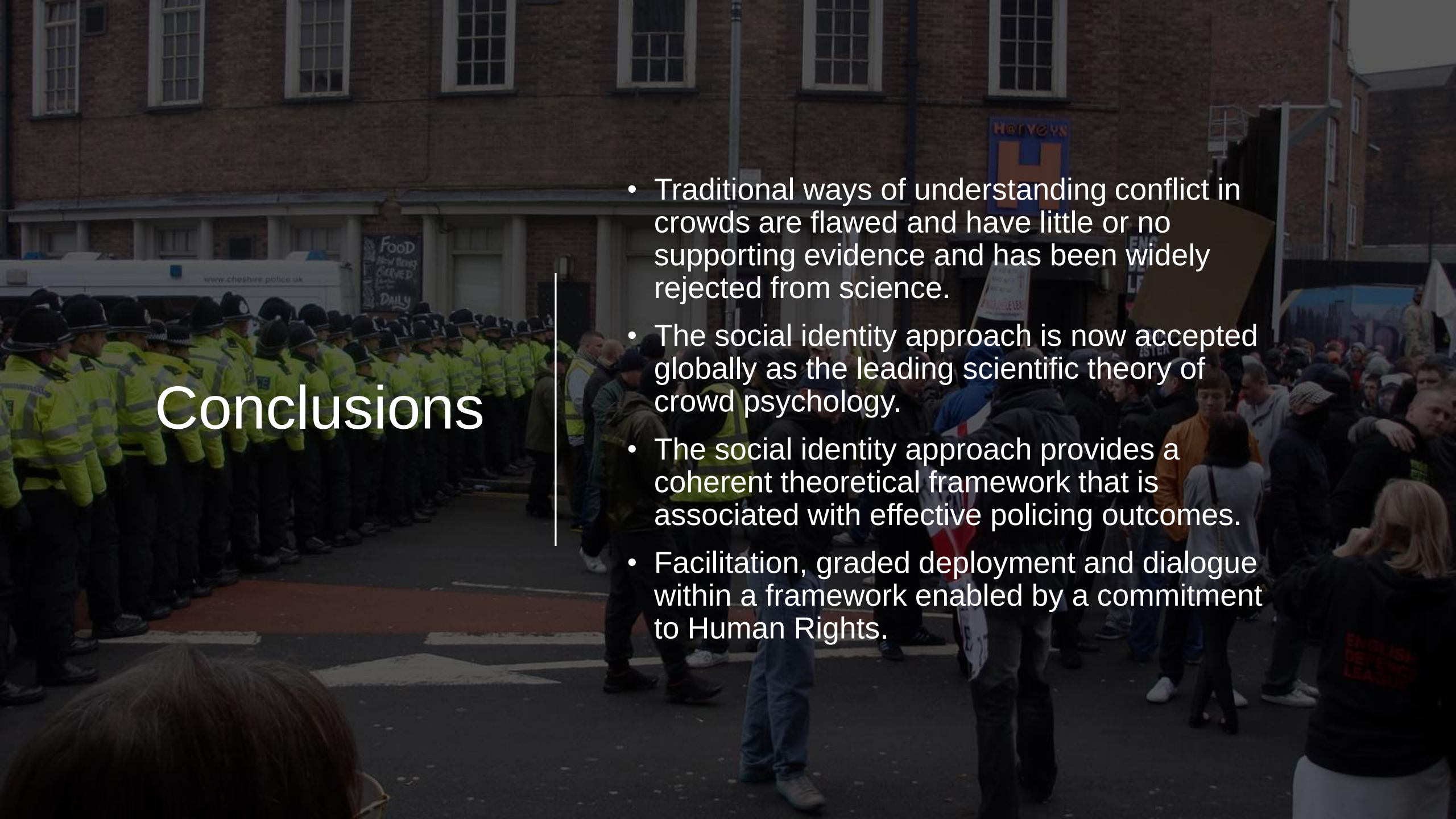
- Participation in collective action may involve becoming radicalized through the adoption of, or transforming, the identity
- Becoming an 'activist' also means internalizing the attributes belonging to that identity



Model of emergence of psychological change







Conclusions

- Traditional ways of understanding conflict in crowds are flawed and have little or no supporting evidence and has been widely rejected from science.
- The social identity approach is now accepted globally as the leading scientific theory of crowd psychology.
- The social identity approach provides a coherent theoretical framework that is associated with effective policing outcomes.
- Facilitation, graded deployment and dialogue within a framework enabled by a commitment to Human Rights.

Thank you for listening!

Please talk to me or contact me if you have questions or want more information

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MANCHESTER

*Crowds &
Identities*



KPAC
KEELE
Policing Academic
Collaboration