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# National Police Public Order Training Curriculum

## Guidance for Trainers

Module A2 – Underpinning Public Order Knowledge

Version 1.2

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# Purpose of this guidance for trainers

This guide has been developed to assist in the delivery of the Public Order Underpinning Knowledge module; it should be read in conjunction with the Programme specification and Learning Standard. It is important that you read the guide in full, prior to delivery of any learning associated with this module. The guide will provide you with essential information on training delivery and learning resources available. Any enquiries relating to the tactical content of this guide should be directed to the Public Order and Public Safety team, Specialist Operations at the College of Policing.

## Part 1: Introduction to the module

### Module summary

The aim of this module is to provide the underpinning knowledge required to deliver public order training across the curriculum. This knowledge is fundamental to supporting in the delivery of public order policing. As such, every opportunity should be utilised to deliver this 'underpinning public order knowledge' to students. This document is supported by Public Order Core Themes Module A1.

This module forms part of the overall National Police Public Order Training Curriculum (NPPOTC) and requires officers to have completed the Public Order Core Themes generic module A1 prior to attendance at a licensed training centre.

An overarching theme throughout this document is the consideration of the European Convention on Human Rights (ECHR). The Human Rights Act 1998 requires the police to act compatibility with the ECHR. These themes **must** be delivered throughout all aspects of the public order training curriculum.

At the end of this module students will be able to apply the learning outcomes to all aspects of policing public order and public safety events.

**Themes contained within this module must be incorporated into delivery of lessons for all modules within the National Policing Public Order Training Curriculum**

# Part 2: Delivery of the module

## Learning outcomes

The following learning outcomes have been identified for this module and they form a thread throughout the learning. Learners who have successfully completed this module will be able to:

1. Explain the requirement for effective decision making and communication during a public order event
2. Describe appropriate use of force principles that relate to a range of public order events
3. Demonstrate an understanding of relevant legislation in an operational public order context
4. Describe how human rights and equality and diversity legislation interact with policing public order events
5. Describe what is meant by crowd psychology, crowd dynamics and the factors that can influence crowd behaviour

The learning outcomes (published as part of the National Policing Curriculum) have been approved by the training sponsor: as such, they are not to be deviated from.

## Resources

The information contained within this document has been derived from the learning outcomes and meets the minimum standards for delivery. Trainers can use this information to personalise lesson plans that effectively deliver the stated outcomes and content that will stand scrutiny to validation by the College of Policing Specialist Operations (Public Order) team.

## Reference documents

The course content is underpinned by the following documents. Trainers are advised to have copies available for reference purposes. In the case of APP, a link should be established via internet:

- Module A2 – Underpinning Public Order Knowledge

## Assessment

Each force will use a competency based framework for quality assurance of trainers and training delivery to ensure that the outcomes of this module are achieved.

Oral examination and practical application – Group work, walkthrough and demonstration.

## Trainer/learner ratio

In order to ensure that training is kept as safe and as close to reality as is practicable, forces should identify minimum ratios of trainers to students dependent on the activity being undertaken. Further guidance can be sought from module G3 – Standards, training, equipment and resources.

# Part 3: Pre-course preparation

## General

Prior to the start of the course the lead trainer is to ensure that:

- Joining instructions have been distributed to learners
- Appropriate arrangements have been made for co-facilitators, guest speakers and assessors

## Facilities and resources

The following facilities and resources are a generic requirement and are not listed in individual lessons:

- Classroom with sufficient seating for the learners and trainers (it is recommended that there are sufficient desks for learners to write at)
- Computer, projector and screen
- DVD player
- Flip-charts and pens
- Dry-wipe board and pens
- Practical training area where required

# Part 4: Content

1. Explain the requirement for effective decision making and communication during a public order event
  - 1.1. The National Decision Model (NDM) and application in an operational context and be able to account for and justify actions paying particular attention to the Code of Ethics.



- The NDM is a values-based tool to provide a simple, logical and evidence-based approach to making policing decisions it should be used by police officers **and** police staff. It can be applied to spontaneous incidents or planned operations, by an individual or teams of people, and to both operational and non-operational situations and to support debriefings and reviews of police action both formal and informal.
- The NDM will help police officers and staff to develop the professional judgement necessary to make effective policing decisions. It will also help them learn from decisions that have successful outcomes, as well as the small proportion that do not.

- **What is expected of you in law and by the police service is that your decision was proportionate and reasonable in all the circumstances and if your decision was reasonable you can and must expect the police service to stand by you.**

The NDM puts the Code of Ethics at the heart of all police decision making. This distinguishes the NDM from other decision-making models and recognises the need for all police decisions to be consistent with the principles and standards of behaviour set out in the Code

## 1.2. What is meant by the term tactical communication

- 'Tactical Communication' from a police perspective refers to the use of all communication skills with the purpose of achieving and maintaining control.
- Communication skills are an important skill set for a police officer and form a significant part of all training, which should be transferred into the public order environment.

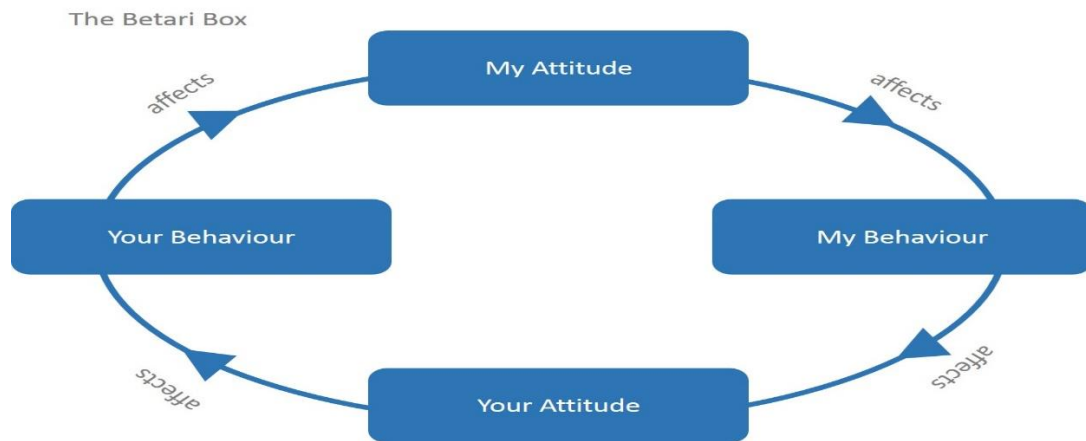
## 1.3. The models of communication that can be applied in public order and public safety events

- **LEAPS** is a simple model offering a structured approach that can be used in all situations. It is not a rigid model and allows officers the ability to enter it at an appropriate moment.
  - **Listen** – It is not always easy to listen and observe not only words, but also more importantly gestures, and to respond appropriately.
  - **Empathise** – The key to empathy is to be actually interested, and possibly the biggest hurdle to empathetic listening is a feeling that the officer already knows what the subject is speaking about.
  - **Ask questions** – Using questioning skills, open, closed, probing, leading and also the power of silence.
  - **Paraphrase** – restating the circumstances, giving the meaning in another form for clarity.
  - **Summarise** – Being brief and decisive in condensing the facts before taking relevant and appropriate action.



- **Betari's Box**

- The following illustration shows the way in which officers and subjects can get locked into a cycle of behaviour which, if it remains unchecked, can escalate out of control.
- The role of a police officer is to deal effectively with a situation, with their authority it is their responsibility to break the cycle of attitude and behaviour.



- The '**Five Step Appeal**' allows for subjects to be given every opportunity to comply with a request. It is a form of mediation with the subject(s) and allows for a fresh personal view of the situation from their perspective.
  - **Simple Appeal** – Ask the subject to comply with the officer's request. Some members of the public may respond to a direct request from a police officer.
  - **Reasoned Appeal** – Explain why the request has been made, what law, if any, has been broken, and what conduct has caused the request.
  - **Personal Appeal** – The implications of their actions, potential arrest, criminal record, loss of respect in their family or community and the potential to affect future employment.
  - **Final Appeal** – At this stage subjects may have confirmed their resistance to the officer's requests. The officer should now finally tell them what is required and use a phrase that means the same as the following example: "Is there anything I can reasonably do to make you cooperate with me/us?"

- **Action** – Physical force may be the only option left in a case of continued resistance. The option that the officer may choose will be based upon the threat that they perceive.

## 2. Describe appropriate use of force principles that relate to a range of public order events

### 2.1. Apply the ten HMIC principles of the use of force to all aspects of public order duties

1. Police officers owe a general duty to protect persons and property, to preserve order, to prevent the commission of offences and, where an offence has been committed, to take measures to bring the offender to justice
2. Police officers may, consistent with this duty, use force in the exercise of particular statutory powers, for the prevention of crime or in effecting a lawful arrest. They may also do so in self-defence or the defence of others, to stop or prevent an imminent breach of the peace, and to protect property
3. Police officers shall, as far as possible, apply non-violent methods before resorting to any use of force. They should use force only when other methods have proved ineffective, or when it is honestly and reasonably judged that there is no realistic prospect of achieving the lawful objective identified without force
4. When force is used it shall be exercised with restraint. It shall be the minimum honestly and reasonably judged to be necessary to attain the lawful objective
5. Lethal or potentially lethal force should only be used when absolutely necessary in self-defence, or in the defence of others against the threat of death or serious injury
6. Any decision relating to the use of force which may affect children, or other vulnerable persons, must take into account the implications of such status including, in particular, the potentially greater impact of force on them
7. Police officers should plan and control operations to minimise, to the greatest extent possible, recourse to lethal force, and to provide for the adoption of a consistent approach to the use of force by all officers. Such planning and control will include the provision to officers of a sufficient range of non-lethal equipment and the availability of adequate medical expertise to respond to harm caused by the use of force

8. Individual officers are accountable and responsible for any use of force, and must be able to justify their actions in law
9. In order to promote accountability and best practice all decisions relating to the use of force, and all instances of the use of force, should be reported and recorded either contemporaneously, or as soon as reasonably practicable
10. Any decision relating to the use of force by police officers must have regard to the duty of care owed by the relevant police service to each individual police officer in the discharge of his duties. Deployment of police officers in a public order context where force may be used can carry grave risks to their own safety, and so must be the subject of rigorous control for that reason also.

**Source: HMIC (2011) The rules of engagement: A review of the August 2011 disorders**

When using these principles consider these **three core questions**:

1. Does the use of force have a lawful objective (e.g. the prevention of crime; the prevention of injury to others or damage to property)?
2. Are there any means other than the use of force capable of achieving the lawful objective?
3. Having regard to the nature of the threat, what is the minimum level of force required to achieve the lawful objective and would the use of that level of force be proportionate or excessive?

Also consider:

- Whilst officers are individually accountable and responsible for any use of force those ordering them to do so are also accountable and responsible.
- The proper regulation and use of force by the police is central to maintaining the legitimacy of police action and securing public support for, and public confidence in, public order policing.
- Public order commanders must also take into account the foreseeable use of force by individual officers to ensure that any use of force is necessary and proportionate

**Source: 'Adapting to protest – Nurturing the British Model of Policing' HMIC 2009**

## 2.2. Apply the principles and understanding of the meaning of 'collective use of force' in public order duties

- Clarity of command decisions, including the foreseeable levels of force that officers may use. For example, officers directed to disperse/contain a crowd may individually use force to do so.
- Whilst those officers would have to justify that use of force, the commander should also consider whether they foresaw the use of force, whether use of force was necessary and whether any further clarity was required regarding the level of force to be used.

## 2.3. Comply with and maintain knowledge of the considerations when contemplating the use of force

- **Legality**
  - What is the purpose for which force is to be used? Is there a lawful basis for the use of force?  
E.g.
    - Section 3 of the Criminal Law Act 1967
    - Section 117 of the Police and Criminal Evidence Act 1984
    - Common Law
- **Necessity (To achieve a legitimate aim)**
  - Any use of force must be only be used where this is absolutely necessary in order to achieve a legitimate aim
  - The use of force may result in one or more of the articles under the European Convention on Human Rights (ECHR) being engaged i.e.
    - Article 2 (Right to life)
    - Article 3 (Prohibition of torture)
    - Article 8 (right to respect for private and family life)
  - However, interference with some convention rights may be justified in certain circumstances where this is 'in accordance with' or 'prescribed by' the law, is necessary and that is in order to achieve a legitimate aim.
  - The legitimate aim will vary depending on the article in question, but can include:

- in the interests of public safety
- for the protection of health or morals
- for the protection of the rights and freedoms of others
- in the interest of national security
- in the interest of the economic wellbeing of the country
- for the prevention of disorder or crime
- **It is important to ensure that any interference with a person's convention rights is justified. If it cannot be, this may make the interference unlawful.**
- **Proportionality**
  - Does the situation justify the use of force? Is the use of force proportionate to the threat?
  - Force should only be used to the extent that it is necessary, proportionate and reasonable in all the circumstances.
  - Are all police officers taking part in the operation properly equipped and trained?
  - What alternative action could be taken?
  - Do measures maintain a fair balance between the rights of the protestors and the general interest of the community?
  - Are the measures you are taking the least restrictive measures you could take to achieve your purpose?
- **Accountability**
  - Officers are accountable for all their actions.
  - Responsibility for the use of force lies with the individual.
  - Obedience to orders is no defence.
  - All decisions should be fully justified and recorded.
- **Scrutiny**
  - Everything is subject to disclosure and may be subjected to being examined.
  - All documentation may be subject to the Freedom of Information Act 2000, i.e. pocket note books.

### 3. Demonstrate an understanding of relevant legislation in an operational public order context

#### 3.1. Appropriate and justified use of legislation:

- Current case law and legislation
- Internal and national policies
- National guidance and Authorised Professional Practice (APP)
- Approved tactics

### 4. Describe how human rights and equality and diversity legislation interact with policing public order events

The implementation of all police powers must be carried out in accordance with the Human Rights Act 1998, which incorporates into UK law most of the provisions of the European Convention on Human Rights (ECHR). All public authorities, including the police, must act in a way that is compatible with the ECHR unless primary legislation requires them to act otherwise.

Situations involving protest and public order will inevitably involve consideration of various human rights issues, with a single public order event having the potential to engage a number of different ECHR articles and freedoms.

It is also possible that a number of different groups of people will be affected by protest activity. The police must take into account the rights of all affected or potentially affected, including the police officers and staff themselves, those taking part in the protest activity, residents and workers who live or work at or near the protest site, and the wider public. This is where the balancing of different convention rights comes into effect, particularly where competing articles may be engaged. For example, officers would need to take into account the right of an individual to peaceful protest (e.g. articles 9, 10, 11) with that of a landowner's right to respect for private and family life as provided by Article 8.

The following articles of the ECHR (contained in Schedule 1 of the Human Rights Act 1998) have particular relevance to the subject of policing protest and public order situations. It should be noted, however, that this is **not** an exhaustive list, and other articles may also have relevance according to the particular circumstances of the case.

- Article 2: Right to life
- Article 3: Prohibition of torture, inhuman or degrading treatment or punishment
- Article 5: Right to liberty and security
- Article 8: Right to respect for private and family life, home and correspondence
- Article 9: Freedom of thought, conscience and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 14: Prohibition of discrimination
- Protocol 1, Article 1: Protection of property

#### 4.1. State the difference between Absolute, Limited and Qualified rights

Convention rights do not all have the same status. In order to identify the distinctions between them, they are classified as absolute, limited or qualified rights.

- **Absolute rights**

- Absolute rights cannot be derogated from by the state – meaning public authorities cannot depart from their obligations under these rights.  
Infringement of an absolute right cannot be justified in the public interest, and there can be no ‘balancing’ of absolute rights against the needs of other individuals, except in rare circumstances where two absolute rights are to be balanced against each other.
- Absolute rights include Article 2 – the right to life (except in relation to deaths resulting from lawful acts of war), Article 3 which prohibits torture and inhuman or degrading treatment or punishment, Article 4(1) which prohibits slavery and servitude, and Article 7(1) which provides the right not to be subjected to retrospective criminal offences.
- These Articles are specifically listed in Article 15 of the Convention as non-derogable even in times of war or public emergency.

- **Limited rights**

- These rights can be limited in explicit and finite circumstances. The limitations are usually set out in the article itself. As an example, Article 5 provides the right to liberty and security, however a person’s liberty can be restricted in particular prescribed circumstances set out in the article, such as detention following conviction by a court.

- In some ways limited rights are similar to absolute rights in that they cannot be 'balanced' against competing rights of other individuals or the public interest. The state may, however, derogate from their application in times of war or national emergency. Under section 14 of the Human Rights Act 1998, derogation can only be made by the Secretary of State for Justice.
- Examples of limited rights include the right to liberty and security under Article 5, the right to a fair trial under Article 6, the right to marry and found a family under Article 12, the right to an education under Protocol 1, Article 2, and the right to free elections under Protocol 1, Article 3.
- **Qualified rights**
  - Qualified rights can be restricted by the state not only in times of war or emergency but also in order to protect the rights of another or the wider public interest. They are the rights which most clearly raise the conflict between the rights of the individual and the interests of society in general.
  - Qualified rights are usually structured in two parts, with the first part of the article setting out the right itself, and the second part setting out the grounds on which the right may be legitimately restricted or interfered with by public authorities.
  - A number of general principles are applied where qualified rights are concerned. Any limitations placed upon an individual's protected rights must be:
    - In accordance with **or** prescribed by law, (the wording will depend on the article in question)
    - Intended to achieve one or more 'legitimate aims' specified in the relevant article, for example public safety, national security, the protection of health or morals, the economic well-being of the country, the protection of rights and freedoms of others, protection of the reputation or rights of others. (This is not an exhaustive list, and the precise terms of the limitation vary across the different articles),
    - Necessary in a democratic society – the interference must correspond to a pressing social need, the reasons given for the interference must be relevant and sufficient, and the interference must be proportionate to the legitimate aim pursued.
  - Examples of qualified rights include the right to respect for private and family life, home and correspondence under Article 8, freedom of thought,



conscience and religion under Article 9 (in relation to the right to manifest one's religion), freedom of expression under Article 10, freedom of assembly and association under Article 11, and the right to peaceful enjoyment of one's possessions under Protocol 1, Article 1.

#### 4.2. Apply a pragmatic and lawful approach to human rights, equality and diversity legislation and good practice:

- Equality Act 2010
- Officers must act in a manner that is compatible with the ECHR
- Human Rights Act 1998
  - Key Articles of the ECHR relating to police use of force include Articles 2 and 3. The right to life protected by Article 2 carries both positive and negative obligations. Public authorities should not only refrain from the arbitrary killing of those for whom they are responsible. It also means that, in certain well-defined circumstances, public authorities should take positive steps to protect individuals whose lives are at risk where this risk is known or ought to be known.
  - Article 2 prohibits the state from intentionally taking the lives of those within its jurisdiction. **Potentially lethal or lethal force can only be used where absolutely necessary in the very limited circumstances defined under Article 2(2) – to defend any person from unlawful violence, to effect an arrest (or prevent escape) of a person lawfully detained, or to quell a riot or insurrection.**
  - The general effect of the negative obligation means that, if possible, non-violent means should be used to resolve an incident before force is used, and any force used should be the **minimum necessary** in the circumstances. This is of clear relevance to policing protest and public order situations.
  - In non-lethal cases involving the use of extreme or excessive force, for example where the application of the use of force is maintained for longer than is necessary to achieve a lawful objective, there may be an infringement of Article 3 – prohibition of torture, inhuman or degrading treatment or punishment.
  - It is possible that Article 2 – Right to life could come in to play here in addition to Article 3. This is because Article 2 is invoked not only where death has

occurred but also where serious injury has occurred in a situation where death could have occurred.

- Awareness and understanding of the legal right to peacefully protest
  - Taken together, Articles 9, 10 and 11 (freedom of thought, conscience and religion, freedom of expression, and freedom of assembly and association, respectively) provide the right to peaceful protest. Articles 10 and 11 are qualified, as is the right to manifest one's beliefs under Article 9, although the right to hold and change beliefs is absolute.
  - The Article 11 right to freedom of assembly and association places both negative and positive obligations on the police. The negative obligation dictates that police must not prevent or limit individual's rights to assembly and association except to the extent allowed in Article 11(2). The positive obligation provides that in some circumstances, the police have a duty to safeguard the right to peaceful assembly.
  - The report 'HMIC (2009) Adapting to Protest – Nurturing the British Model of Policing' states: 'Balancing the rights of protesters and other citizens with the duty to protect people and property from the threat of harm or injury defines the policing dilemma in relation to public protest.' The report states that the correct starting point is the presumption in favour of facilitating peaceful assembly. Furthermore, there must be convincing and compelling reasons to justify interference with this freedom.
  - There should be a presumption that the organisers or participants in an event have peaceful intentions, unless there is demonstrable and compelling evidence that they will themselves use, advocate or incite imminent violence. Peaceful conduct includes that which may annoy or cause offence to persons opposed to the ideas or claims a public procession or assembly is promoting.
  - The possibility of extremists with violent intentions, who are not members of the organising association, joining the event will not take away the right to peaceful assembly. Even if there is a real risk of an event resulting in disorder by developments outside the control of those organising it, will not itself exclude the event from the scope of Article 11.
  - As a qualified right, the right to assembly and association can be restricted according to the principles set out in Article 11(2).
  - The police must, however, act proportionately, and must not routinely impose restrictions that would fundamentally alter the character of a public assembly

or procession. Any restriction must be based on an accurate assessment of the relevant facts.

- A detailed analysis of the application of Article 11 to policing protest can be found at: [‘Adapting to Protest’ HMIC 2009](#)
  - ECHR Protocol 1, Article 1 protects property rights, providing that every person is entitled to the peaceful enjoyment of his or her possessions, including his or her property. This may have some relevance in public order situations. Convention rights may, for example, be engaged where there is a conflict between private landowners and protesters. The landowner’s rights under Protocol 1, Article 1 may have to be balanced against the Convention rights of the other party. This is outlined in the case of [Appleby v United Kingdom \[2003\] ECHR 222](#)
- Be polite, tolerant and patient with people inside and outside the organisation, treating them with respect and dignity.
  - Respect the needs of everyone involved when dealing with disagreements.
  - Show understanding, empathy, and sensitivity when dealing with people's problems and individuals who are vulnerable, and have regard to the protected characteristics and the public sector equality duty under section 149 of the Equality Act 2010.
  - Proactively deal with equality and diversity issues and give positive and practical support to colleagues and members of the public who may feel vulnerable.
  - Listen to and value other's views and opinions.
  - Use language in an appropriate way that is sensitive to the way it may affect people.
  - Acknowledge and respect a broad range of social and cultural customs, beliefs and values within the law.
  - Understand what may offend others and adapt own actions and behaviour accordingly.
  - Respect and maintain confidentiality, wherever appropriate.
  - Challenge inappropriate attitudes, language and behaviour that are abusive, aggressive or discriminatory.
    - Article 14 should be borne in mind when considering any of the ECHR provisions. It offers a ‘non-discrimination guarantee’, and provides that

everyone shall enjoy the ECHR rights and freedoms without discrimination on any grounds (such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status).

- Take into account other's personal needs and interests.
  - Article 8 protects the right to respect for private and family life, home and correspondence. This will potentially have relevance to many public order situations as it requires the police to take account of the rights of residents when policing protests. The right extends to the right of peaceful enjoyment of the home, Article 8 may have particular significance when it comes to the taking (and subsequent retention) of photographs by the police in public order situations.
  - In the case of *Wood v Commissioner of Police of the Metropolis* [2009] EWCA Civ 414 in this case, the Court of Appeal found that the taking and retention of photographs by police of a protester in the street, done in order to gather evidence about a potential civil disorder, violated the applicant's right to respect for his private life under Article 8(1). The police failed to justify their actions as proportionate under Article 8(2).

#### 4.3. Apply a human rights approach to policing all public order events

- Facilitates peaceful and reasonable protest
  - Article 5 protects the right to liberty and security of person. The effect of Article 5 is to protect individuals against arbitrary arrest and detention. This has obvious implications for policing protest, as it means that the police cannot arrest or detain individuals unless there are proper grounds for making a lawful arrest or for detaining the individuals.
  - Police crowd control measures have been subject to the scrutiny of the European Court of Human Rights. In the case of *Austin and Others v the United Kingdom* [2012] ECHR 459, the European Court held that containment of demonstrators behind a police cordon during a demonstration, **did not amount to a breach of rights under Article 5 of the ECHR** provided that it had been rendered unavoidable by circumstances beyond the control of the authorities and was necessary in order to avert a real risk of serious injury or damage. The question of whether there has been a deprivation of liberty is based on the particular facts of each case. The coercive nature of any

containment will point towards a deprivation of liberty, and the court will take into account the type and manner of implementation to determine whether liberty has been deprived

- Accepts a degree of disruption and inconvenience
- Communicates with the crowd/protestors and provide regular updates on why continued detention or containment is necessary

## 5. Describe what is meant by crowd psychology, crowd dynamics and the factors that can influence crowd behaviour

### 5.1. The meaning of the term Elaborated Social Identity Model (ESIM)

The basis of social identity theory is that a crowd is made up of several groups. It is therefore important to be aware of the social identities of these various groups: their values, standards, aims and goals; their sense of what is right and proper; their stereotypes and expectations of other groups; their history of interaction with these groups and anything (dates, places, objects, forms of action) which have particular symbolic significance.

- A distinction needs to be made between physical and psychological crowds.
- The former describes the crowd as the physical group; the latter describes the shared social identity of the crowd and it is this shared identity that is of particular relevance.
- The same physical crowd can contain multiple groups, each with their own psychological identity: it is not one psychological group. The crowd should not be treated as a single entity but as a series of individual entities.
- For each of these identities there will be different social norms and that their behaviour will be different in each of these social contexts or 'identities'.
- The same thing happens in a crowd – individuals do not lose values or standards but shift between the values and standards associated with each group within the crowd that they 'identify' with.
- Identities may change as a result of contexts and external factors which may include other groups' or people's behaviour, such as police or other protestors' actions.
- If the actions of another group are perceived as 'illegitimate' they can cause people to identify even more strongly with their own, or another, group. Therefore

identities within a physical crowd can change rapidly during the course of a crowd event.

- Within crowds there are multiple separate groups
- Since these groups have separate psychological identities they will not always associate themselves or be influenced towards violence by other groups
- Membership of these groups does not necessarily change easily or quickly.
- A crowd rarely consists of a single psychological group
- External factors, such as police action, can be the factors that cause previously separate groups to coalesce into a single psychological group.
- Most importantly of all if, and when, the police are required to use force they differentiate between groups and individuals within the crowd and above all avoid the indiscriminate use of force.

**Source:** Dr C. Stott (2009) 'Crowd Psychology and Public Order Policing: An Overview of Scientific Theory and Evidence: Submission to the HMIC Policing of Public Protest Review Team', University of Liverpool

## 5.2. The importance of information in crowd management and the methods police can utilise in this process

- The police tactics for managing an event should be capable of communicating police intentions to facilitate crowd members' rights, for example, to protest.
- What is communicated and how this is communicated are both equally important especially with a group that do not trust the police. Establishing open dialogue pre, during and post event will build lines of communication, relationship and trust.
- This process can be achieved or enhanced by the use of: intermediaries, partners or protest liaison officers/teams.
- The 24/7 media world, development of new technologies and the development of social networking sites can also provide opportunities to proactively and reactively engage with both the general public and protesters

## 5.3. Define the three phases of crowd behaviour

Crowd dynamics cover how and where crowds form and move. The three phases are:

### **Ingress**

- Arrival profile and flow rates
- Assessing the design capacity/constraints
- Signage/communication system

### **Circulation**

- Facilities planning and management
- Signage/communication systems

### **Egress**

- Normal and emergency
- Signage/communication systems

## **5.4. Define what factors can influence crowd behaviour**

### **Design**

- Barriers, physical geometry, roads and streets

### **Information**

- Signage, tickets, PA, site maps, media

### **Management**

- Security, stewards, policing