

Scenario 2.

You are in the car park after a very tight cup game which was won following a contested penalty.

As you approach your car you recognise the match official who appears to be of South Asian descent putting their kit into a vehicle about 10 meters away.

An individual is marching across the car park towards the official, shouting loudly: “That was never a f***ing penalty...” followed by a racial slur. They continue to approach the official, who appears visibly nervous.



Scenario 2. Facilitator notes – good practice examples

Prompt questions

Tackle.

- If directly engaging the perpetrator, think carefully about how to do so safely and in a way that de-escalates the situation. Avoid direct confrontation if you feel unsafe.
- It may be possible to distract the perpetrator to prevent them approaching the official. For example: **“Hey mate, do you know if there’s a petrol station near here?”**
- If engaging with the person’s behaviour, stay calm and use non-confrontational language, for example: **“I know you’re upset, but this isn’t the best way to deal with it.”**

How could you interrupt or de-escalate the situation without putting yourself at risk?

If you didn’t feel safe to intervene directly, what other actions could you take to support the official?

Assist.

- Is it safe to go over and stand with the official? You might start a conversation to show support, such as: **“Hi, I’m [your name]. I’ll stay with you until they’ve gone.”**
- If it wasn’t safe to approach immediately, go to them as soon as it is safe. Check in and ask how they are: **“Are you okay?”**, **“I’m really sorry that happened,”** or **“That was completely out of order.”**
- Offer to stay with them if they seem shaken.
- If possible, collect evidence: What did the person look like? Did anyone else witness it? Can you take their contact details? Can you record safely without escalating the situation?
- Only record if it is safe to do so. Taking out your phone may provoke further aggression. Recordings are personal and sensitive, they belong to the person who was harmed and should never be shared without their permission. Always check with them what they want to do with any footage.
- If the official wants to report the incident, offer support, for example, as a witness or by helping identify the appropriate person or organisation to report to.

What impact might witnessing or experiencing this type of abuse have on the official?

If someone else witnessed the incident but did nothing, how would that affect the person being targeted?

How might your role (as a parent, coach, teammate, or spectator) shape your responsibility in this situation?

Pass.

- If you feel anyone is in danger, call emergency services immediately.
- Report the incident to the club, county FA, league, Kick It Out. Consider if the police need to be called.
- If others are nearby (such as team coaches, stewards, or spectators), alert them—especially if they are better placed to intervene.
- If the perpetrator is known (such as a parent or team associate), make sure the club’s safeguarding or disciplinary process is triggered.

Does your identity change how you act, e.g. what if you shared the same race as the person being targeted?