

Stewarding Reform update
SGSA conference
20th May 2025

Have you considered the Stadium & stewards of 2030

Workforce –
progression
pathways in house
and agency

Communications
with stewards

Equality, diversity &
inclusion

Technology impact
on steward R&R

Customer
Expectation

Safeguarding –
wider context

Alternative use of
venue- increased
events- knowledge
and experience ?

Counter Terrorism-
Insider threat -
ideology and attack
methods

Resilience for
permanent team

Artificial
Intelligence

Workers' Protection
Act (2024)
Wellbeing of staff

Readiness and
exercising



Steward Reform

- Our Stakeholders



Steward Reform Project

Priority 1

Raising entry level
competence

Priority 2

Re-train existing
stewards

Priority 3

National Register of
stewards

Priority 4

Improving agency
supply



A competent and motivated stewarding workforce

Priority 1

Raising entry level competence

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National Register of stewards

Priority 4

Improving agency supply

- ✓ Develop a consistent approach to training for stewards for the *first time ever* in football
- ✓ Estimated 3,500 new entrants into stewarding each year
- ✓ Newly completed SQUAD content maps with the National Standards for Spectator Safety
- ✓ Proposed tender for preferred Training Provider to deliver completed SQUAD training package
- ✓ Drive up standards through approved provider and Quality Assurance
- ✓ Aligned with the training needs for all sports and events – transferable skills for stewards



A competent and motivated stewarding workforce

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Improving agency supply

- ✓ Ensuring that the body of existing stewards have access to refresher training
- ✓ Estimated 18,000 stewards currently active (limited data available)
- ✓ Will require support from all Clubs –
- ✓ Providing an evidence base for CPD through the new Learning Management System
- ✓ Driving up standards across the existing workforce
- ✓ Paying stewards for attendance at training sessions
- ✓ Training to take place at clubs or online at home



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- ✓ A process requiring that all stewards who work at football grounds be registered
- ✓ QA – ensuring that all stewards are trained and have access to refresher training and advice
- ✓ Opportunity to provide peripheral life-skill training for all stewards – CV ‘currency’ & transferable skills
- ✓ Recognised attainment/quality standards for stewards at football matches
- ✓ Clear safety and security benefits for Clubs
- ✓ Creates a transferrable workforce between clubs
- ✓ A



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- ✓ Recognizing the important role played by agencies –
- ✓ Agreeing common minimum standards across football for the supply of agency stewards
- ✓ Creating a template for the procurement of agencies to football clubs
- ✓ An accreditation programme for agencies, ‘approved agencies’ meeting minimum standards with monitored quality assurance
- ✓ Agreed use of SQUAD training materials for training of agency stewards



Stewarding Reform Project

Current Project work streams:

- Introduction of the Squad Hub
- Development of level 2 & level 3 learning materials
- Development of a Database
- Wider engagement and consultation



Stewarding Reform Project

Questions

May 2025