

Plan for the safety of people at spectator events

Overview

This standard is about planning for the safety of spectators at events and in crowded places. This includes identifying hazards and threats, assessing the risks involved and specifying procedures to control these.

The main outcomes of this standard are:

1. Plan for events
2. Produce, implement, review and evaluate plans

This standard is for staff with overall responsibility for public safety at spectator events and crowded places.

Performance criteria

You must be able to: **Plan for events**

1. collect all the **information** about the venue and event
2. calculate the venue's safe capacity
3. produce event procedures in line with organisational policies
4. liaise with **stakeholders**
5. assess the impact of temporary **event overlay**

Produce, implement, review and evaluate plans

6. agree the roles and responsibilities in the delivery of the operational plan with key **stakeholders**
7. select, prioritise and schedule tasks to achieve these objectives
8. assess and cost the resources needed
9. follow organisational procedures to assess internal and external influences and pressures associated with your plan
10. assess risks and implications associated with your plans
11. record your operational plans
12. put in place monitoring and evaluation methods
13. present your draft plans to **stakeholders** and key decision makers
14. negotiate changes to your operational plans as a result of stakeholder feedback
15. record and implement the agreed plan
16. review and revise plans according to event needs
17. communicate any changes to the agreed plan to all **stakeholders**
18. evaluate the effectiveness and efficiency of your plans
19. develop and record conclusions and recommendations to improve your plans

Knowledge and understanding

You need to know and understand: **Plan for events**

1. all legal, statutory and organisational requirements in relation to controlling safety and security at events and in crowded places
2. types and sources of information to collect, including information on previous events and historical data
3. what guidance is available and factors to consider in calculating safe capacity
4. how to calculate safe capacity using all the available data relating to the access, ingress, movement, egress and dispersal of all those persons at the event
5. the importance of calculating safe capacity for any event
6. what guidance is available for producing event organisational policies and procedures
7. how to produce event organisational policies and procedures
8. the **stakeholders** you should involve in developing plans
9. the importance of establishing ongoing liaison with **stakeholders**
10. the importance of considering the implications of event overlay

Produce, implement, review and evaluate plans

11. how to select resources for efficiency and effectiveness
12. how to identify, assess and cost the type and quantity of resources needed for each event
13. the types of **influences and pressures** associated with operational plans and how to assess and manage these
14. the types of risks associated with operational plans and how to assess and manage these
15. the importance of gaining **stakeholders'** support for your plans
16. methods of recording your plan in an agreed format
17. how to implement your plans
18. the importance of dynamic review and revision of plans including efficiency and effectiveness
19. why it is important to communicate changes to the plan and who

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you should communicate with

20. the methods of communicating changes to the agreed plan to all stakeholders
21. ways of recording conclusions and developing recommendations
22. the importance of gathering **stakeholders'** feedback
23. processes for updating and maintaining plans

Scope/range**ADDITIONAL INFORMATION****Equality and Diversity**

It is anticipated that organisations will have procedures and guidelines for their stewarding staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safety, Security and Service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

Safety measures: any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events

Security measures: any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events

Service measures: any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events

UK Terrorism Threat levels

It is expected that senior stewards, safety officers and similar staff holding overall responsibility for the safety and security of events will be familiar with the current UK Terrorism threat levels.

The threat level indicates the likelihood of a terrorist attack in the UK. There are 5 levels of threat:

- LOW - an attack is unlikely
- MODERATE - an attack is possible but not likely
- SUBSTANTIAL - an attack is a strong possibility
- SEVERE - an attack is highly likely
- CRITICAL - an attack is expected imminently

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date, but they can change at any time as different information becomes available to security agents.

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**Scope/range related
to performance
criteria**

Information (cover all)

1. nature of the event and programme
2. arrival and departure arrangements for client groups
3. layout and structure of the venue, its capacity and existing risk assessments

Event overlay (cover all)

1. services at the venue
2. external environment and other events in the vicinity
3. numbers and types of people attending
4. pre-event information and intelligence – all sources
5. available resources

Stakeholders (cover a minimum of 4)

1. person responsible for the event
2. emergency services
3. local authority
4. line manager
5. event staff familiar with venue
6. event staff unfamiliar with venue
7. contractors
8. transport providers
9. local communities

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**Scope/range related
to knowledge and
understanding**

Stakeholders

1. person responsible for the event
2. venue management
3. emergency services
4. regulatory bodies
5. line manager
6. event staff familiar with venue
7. event staff unfamiliar with venue
8. contractors
9. transport providers

Influences and pressures

1. organisational influences and pressures (internal)
2. stakeholder influences and pressures (external)

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Adjusting plans and responses accordingly
3. Prioritising objectives and planning work to make best use of time and resources
4. Making time available to support others
5. Taking personal responsibility for making things happen
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account such as challenging anti-social behaviour
8. Seeking to understand people's expectations and any additional needs and be able to cater for these
9. Taking responsibility for personal safety
10. Taking pride in delivering high quality work
11. Striving to be vigilant for possible hazards and threats
12. Encouraging and supporting others to make the best use of their abilities
13. Using a range of leadership styles appropriate to different people and situations
14. Advocating safety and welfare as a priority when planning events
15. Taking pride in your appearance and adhering to any organisation or venue dress codes
16. Complying with venues' code of conduct
17. Demonstrating your ability to maintain confidentiality
18. Showing an awareness of safeguarding issues
19. Demonstrating an understanding of basic legal requirements covering diversity and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others
4. Delegating
5. Diplomacy

6. Empathy
7. Empowering others
8. Ability to follow instructions
9. Leading by example
10. Resilience
11. Managing challenging behaviour
12. Mentoring
13. Motivating others
14. Negotiating and compromising
15. Obtaining and providing feedback
16. Planning and evaluating
17. Setting objectives
18. Valuing and supporting others

Glossary

Contingency plans

Contingency plans should lay down a structured and graduated response with clear guidelines on the measures to be adopted in particular circumstances, bearing in mind both internal and external factors specific to the individual sports ground (as described in the Green Guide 6th edition).

Event overlay

The temporary installation of products (seating, tents, cabins, bridges, catering units, generators etc.) required to stage an event.

Organisational procedures

Procedures which sets out the way a venue operates on a daily basis. It could include but not be limited to: a stewarding plan, medical plan, planned preventative maintenance schedule, fire risk assessment, event day procedures, contingency plans, capacity calculations, site plans and details of safety equipment.

Relevant guidance documents

Advisory documents such as the Guide to Safety at Sports Grounds (the 'Green Guide'), the Event Safety Guide or NaCTSO Crowded Places Guidance.

Venue's safe capacity

The maximum number of persons that can be safely be accommodated within a venue and calculated according to published guidance using published standards.

Links to other NOS

SKASS15, SKASS16, SKASS19, SKASS23, SKASS24

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