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## Overview

This standard is about ensuring overall safety at an event, checking the venue and all provision to make sure it complies with planned control measures and legal and organisational requirements, and managing these during the event.

The main outcomes of this standard are:

1. Ensure the readiness of the venue and resources prior to events
2. Monitor and co-ordinate organisational measures during events

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

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## Performance criteria

*You must be able to:* **Ensure the readiness of the venue and resources prior to events**

1. inspect the venue and resources
2. take action when provision is below the required standards and record the outcome
3. counter any influences and pressures from **stakeholders** and from environmental factors that are compromising safety and security
4. check against the event plan and confirm that all delegated responsibilities are in place
5. complete all documentation according to organisational procedures

### **Monitor and co-ordinate organisational measures during events**

6. check that the deployment and functioning of resources are in line with organisational procedures
7. monitor available information and note any situations outside acceptable limits
8. check this information for accuracy and significance
9. take action in response to information received
10. record your actions and rationale in the decision log
11. activate contingency plans in the event of anything going wrong
12. inform **stakeholders** of situations relating to their area of responsibility following agreed procedures
13. keep **records** of all information and decisions
14. debrief all **stakeholders**

## Knowledge and understanding

*You need to know and understand:* **Ensure the readiness of the venue and resources prior to events**

1. all relevant legal, statutory and organisational requirements for controlling safety and security at spectator events
2. procedures for checking the readiness of venues and resources
3. the types of problems that may occur with provision and how to deal with these
4. the location and contents of all the event plans including contingency plans
5. the importance of ensuring that all provision is in line with organisational procedures and legal and statutory requirements
6. the circumstances where **influences and pressures** may be exerted to make the event go ahead without adequate provision and how to deal with these
7. the importance of environmental variables and how they may compromise safety and security
8. responsibilities delegated to others and how to check that these are understood and in place
9. the documentation that needs to be completed and how to complete it

### **Monitor and co-ordinate organisational measures during events**

10. available resources for the event
11. methods of checking regularly that resources and organisational procedures are in line with plans and requirements
12. how to monitor available information and identify actual and potential situations
13. the types of information to be monitored during the event, who this information will come from and how to monitor it
14. methods for assessing received information for accuracy and significance
15. how to carry out risk assessments and implement procedures including dynamic risk assessment

16. suitable control measures
17. when and how to activate contingency plans
18. the agreed procedures for promptly informing relevant **stakeholders** of situations which have arisen in their area of responsibility
19. the agreed procedures regarding communication
20. the importance of recording all information and decisions fully and accurately
21. methods of debriefing all relevant **stakeholders**
22. the importance of evaluating the effectiveness of the organisational procedures and learning lessons for future events

## 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

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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.

**Scope/range related  
to performance  
criteria**

**Stakeholders** (cover a minimum of 4)

1. person responsible for the event (promoter)
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

**Records** (cover a minimum of 4)

1. CCTV footage
2. decision logs
3. witness statements
4. briefing and debriefing notes
5. pre event inspections
6. staff attendance records

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

**Influences and pressures**

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

**Stakeholders**

1. person responsible for the event (promoter)
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



## 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

### **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.

### **Agreed standards and procedures**

Previously approved procedures which set out the way a venue operates on a daily basis. This can be normal operating procedures, emergency procedures and contingency plans. This covers venue requirements as well as organisational requirements.

## Links to other NOS

SKASS14, SKASS16, SKASS19, SKASS23, SKASS24

SKASS15

Manage the safety and security of people at spectator events



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<b>Developed by</b>	SkillsActive
<b>Version Number</b>	3
<b>Date Approved</b>	March 2019
<b>Indicative Review Date</b>	March 2024
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	SkillsActive
<b>Original URN</b>	SKASS15
<b>Relevant Occupations</b>	Safety officer
<b>Suite</b>	Spectator Safety
<b>Keywords</b>	plan, public, safety, event, spectator, venue, hazards, risks, control, procedure, crowd

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